

Living @theMirage



Welcome to the Mirage

We would like to take this opportunity to extend a very warm welcome to the Mirage Apartment complex and give you some useful information and tips that will make living at the Mirage a relaxing and stress free experience.

For those that have never lived in an apartment complex before, it is a little different to a free standing home. There will be more on the spot recreational facilities available to you that may not have been on your door step before. We cover how they and the complex operates to ensure everyone in the complex can enjoy these facilities and living at the Mirage.

All residents must complete the Security Input Form (available from the Building Manager) within 24 hours of arrival and deliver to the Building Manager's Letter Box #208, Building 88 The Strand.

Introduction

To ensure the Mirage complex runs smoothly from both an operational side as well as financial there are a number of people involved to make this happen as follows:

The Body Corporate Committee and Chairperson

This is a voluntary committee and Chairperson elected annually by (and from) the Mirage apartment owners at each Annual General Meeting. The purpose of the committee is to manage the overall complex, Budget, Tradesmen/Contractors, negotiations etc. If the Mirage was a company, the Body Corporate Committee would have similar functions to a board of directors. The Chairperson has a special role under the Unit Titles Act.

The Body Corporate Manager

Crocker's Body Corporate Management Limited are our Managers. Crockers is a Corporate Administrator specialising in managing the administration of apartment complexes. They manage the day to day finances for the complex as directed by the Body Corporate Committee.

Contents

Welcome to the Mirage	1
Introduction	1
The Body Corporate Committee	1
The Body Corporate Manager	1
Building Management.....	4
Key Contacts	4
Insurance	5
Health and Safety.....	5
Repairs or maintenance issues arising in your apartment	5
Helpful Information	6
False alarm fire brigade callouts	6
Apartment Fire/Smoke Alarm False Alarms from Cooking or Steam	6
Lifts	7
Lost/Stolen Security Access Devices 'Fobs'/keys.....	7
Sky TV.....	7
Internet and/or Ultra fast broadband (UFB) connection.....	7
Gardens.....	7
Guest Access to Building	8
Guests/Visitors including Non-Resident Owners	8
Gym Area	8
Gym Area toilet & shower facilities.....	8
Health, Safety and use of recreational and outdoor areas.....	8
Operating hours for complex facilities - 6am to 10pm Daily.....	9
Outdoor BBQ area.....	9
Pools, Spa's and Sauna	9
Tennis Court.....	10
Parking	10
Reporting of common area maintenance issues	10

Pets	10
Rubbish Disposal and Recycling	11
Bicycle stands.....	11
Motor scooter and motor bike parking.....	11
Car park allocated to individual apartments	11
Security	12 1214
Unauthorized visitors.....	12
Vandalism or intentional damage	12
Smoking	12
Balconies.....	13
Illegal Activities and Drugs	13
Heat pump installations.....	13
Storage Lockers - Prohibited Items other Peoples Items	13
Emergency Procedures	13
Apartment, Smoke and Heat Audio Alarms	13
Evacuation Procedure - Building Alarm (Building 86 and 88)	13
Natural Disaster (Earthquake, Tsunami or Volcanic Eruption)	14

Building Management

There are 125 apartments in the complex and to ensure the complex operates smoothly on a day to day basis, we have on-site Building Managers. The Building Managers are responsible for the overall day to day operations and activities such as maintenance, cleaning, repairs and other issues that need to be dealt with in the common areas and they report to the Body Corporate Committee. The Building Managers are generally residents and owners primary contact for to day to day matters/issues. Should you have repairs or maintenance issues arising within your apartment, you need to contact a tradesman/contractor direct – see below for a list of Contractors who have worked at Mirage previously.

Pacific Property Management are the Building Managers and are available 9am – 3pm Monday to Friday and Saturday mornings from 9am – 11am for any non-urgent queries you may have about the complex. They are also available at any time, on mobile (021-647-243), in case of an emergency.

Edwards Rees-Webbe the Director's contact details are Mob: (021) 288 8033 direct dial (09) 215 9884 or email edward@pacificpropertynz.com

Pacific's operations manager is Craig Christensen (021) 884 741.

Key objectives

The Body Corporate Committee sets objectives they wish to achieve over their year of office and may even outline longer term objectives. The objectives set by the current Body Corp Committee for this financial year are as follows:

- To continue to maintain a safe, secure and desirable apartment complex
- Implement and comply with the Health and Safety at Work Act 2015
- Maintain a high level of communication with owners and residents
- Ensure we maintain a high standard of financial, operational and cost management
- To control expenditure so that any increase in levy's is no greater than the CPI.
- Ensure full operational and administrative compliance
- To implement "green initiatives" to further realise cost/value benefits.
- To maintain a preferred contractor panel to provide competitive pricing, together with reliable service for owners

Key Contacts

Key Contacts	Name	Phone/TXT	Email
Building Manager	Edward Rees-Webbe	(021) 647-243	manager@themirage.co.nz
Building Manager Mailbox	208/88 The Strand	(021) MIRAGE	

Body Corporate Secretary/Manager

Crocker's Body Corporate Management Limited	www.crockers.co.nz
PO Box 74-054	Phone (09) 630-8890
Greenlane	Fax (09) 630-8176
Auckland	After Hours Phone (021) 276-0628

Body Corporate Committee for 2017/8

Name	Phone	Email
Richard Hayes (Chairman)	(021) 310 301	chairman@themirage.co.nz
Marion Iaon	John Kernohan	Gary Hamilton
Victoria Crone	Graeme Hansen	Yvonne Theuerkauf

For more information please visit our website: www.themirage.co.nz

All residents should familiarize themselves with the **Mirage Operating Rules**. A copy is available on www.themirage.co.nz and a copy is also available for viewing in the lobbies of Buildings 86 and 88.

Insurance

All Residents (including tenants) are **strongly recommended** to take out contents insurance that includes third party liability cover as any incident that affects the rest of the building or common area may be recovered from the resident of the offending apartment by the Bodycorporate or its insurers.

Health and Safety.

The Mirage aims to be a safe place to live and work. All residents when engaging a trades person or service contractor must meet them in the lobby, ensure they complete all details in the Visitors Book, (on the shelf above the mailboxes) and then accompany them to the apartment. Residents must also accompany the person when they leave The Mirage and ensure they sign out.

1. All residents are asked to ensure there is no furniture, planters or equipment located on the balconies that would enable any person to climb up on and fall over the glass balustrades.
2. You must observe the 5 kilometers per hour speed restriction in the internal car park and beware of children at all times.
3. **Storage of LPG cylinders (for BBQ's) fuels, paint and other flammable or toxic chemicals in storage lockers is prohibited.**
4. **Mirage hazards register can be accessed at <http://tinyurl.com/miragehazardregister>**
5. **You must not enter any restricted area at any time**

Repairs or maintenance issues arising in your apartment

Should you experience problems in your apartment we have attached a list of the current Tradesmen/Contractors that have done regular work around the Mirage for you to contact direct to assist you in resolving the issue. Note: If you are a Tenant, you should contact your Landlord or Property Manager first to obtain approval to engage Tradesmen/Contractors.

To assist owners and/or residents The Body Corporate Committee would appreciate feedback (positive and negative) on any Tradesmen/Contractor that performs repairs and/or maintenance in your apartment in relation to: Cost of the Job Efficiency; Workmanship; Availability; Punctuality, or use www.themirage.co.nz for this purpose.

This will assist us in ensuring residents and owners get consistently good service at a competitive price.

Please email any feedback to: manager@themirage.co.nz.

Current Tradesmen/Contacts			
Air Conditioning	Ring Building Manager	021 MIRAGE	manager@themirage.co.nz
Window Cleaners	Simon Kennedy	027 669 2792	simon@simplywindowcleaning.co.nz
Apartment Cleaners	Donika Tripathi PropertySupport Services Limited	09 962 1098 022 043 1053	donika@propertysupportservices.co.nz
	Tina Liu	021 028 161	toto6626@hotmail.com
Carpet Cleaners	Brighter Carpets	0800 888 353 027 468 1360	

Appliance Servicing	Fisher & Paykel Axial Appliances	0800 372 273 0800 080 251	
Electricians Domestic	John Cleary Express Electrical	0800 861 092	
Electrician Commercial	John Wright ACME Electrical	027 444 8222	
Gas Repairs	Peter Rogers, Plumbing and Gas Limited	027 272 7480 (09) 527 0000	pw.rogers@xtra.co.nz
General Maintenance	Mike Bartlett	09 521 2516 021 638 176	
Glass Repairs	Matthew Rose Winstone Glass	09 276 9253	
Bathroom tiling and waterproofing	Ring Building Manager	021 MIRAGE	manager@themirage.co.nz
Plumber	James Vardu Jayvee Plumbing	021 636 844	jvplumb@xtra.co.nz
Property Managers	Tim Harrington Auckland Property Management Limited	09 638 2574 021 722 143	tim.harrington@aucklandproperty.net
	Quinovic-Viaduct Robbie King	027 505 9475 (09) 302 1458	robbie@quinovic-viaduct.co.nz
Television	Phil Leaning	022 364 7900	digitalsolutionsrodney@gmail.com

Helpful Information

To ensure we have a complex that all residents can enjoy, we have put together some helpful and very important information for you to remember.

False alarm fire brigade callouts

Please ensure you and your guests do not accidentally or deliberately set off building fire alarms when there is no fire. A fire alarm activation automatically calls the fire brigade. There is a fee payable to the Fire Service for false alarms and a charge of approximately \$1400 + admin fee + GST will be payable by the resident if they or their guest activate the alarm causing a false fire alarm call out.

Apartment Fire/Smoke Alarm False Alarms from Cooking or Steam

If your apartment has smoke or steam alarm activation and the alarm has gone off caused by, say smoke related to cooking **and there is no fire danger, keep the door to the corridor closed otherwise** this will set off the fire alarms in the whole building which will be responded to by the Fire Service. If you create such a false alarm there will be an approximately \$1400 + GST cost to you. Open your windows or balcony slider to allow the apartment smoke/steam to clear. Locate the nearest smoke sensor to the smoke or steam and quickly wave a towel under it to move the air and clear the smoke or steam. This should stop the alarm.

In an actual fire emergency follow the instructions posted on the back of your front door and outside the lifts. In the event of the fire use the stairs.

Lifts

Do not overload the Lifts. If you have any furniture to move in or out please email the Building Manager or Ph/TXT 021 647 243 for a Lift key giving a minimum of 48 hours notice of when you are moving.

Lost/Stolen Security Access Devices 'Fobs'/keys

The theft or loss of a Access device 'fob' and/or key means unauthorised people could potentially access the Mirage Apartments and gain access to your apartment with your key (if this is also lost/stolen) or interfere with cars and other property belonging to other residents, as well as common property.

If your Security Access Device 'fob' (and/or key) is lost/stolen, please:

- Contact the Building Manager immediately and request they cancel the fob and reissue a new one.
- Contact the local police to report the theft or loss making sure that you receive a confirmation of the complaint.

Make arrangements with:

- The Building Manager to meet, clearly identify yourself (photographic id is required) in order that they can provide you with a replacement access fob. Note: To cancel and provide replacement, the fee is currently \$50 + admin fee.
- If your key is also lost/stolen, the Building Manager holds a master key. They can also authorise Armstrong Locksmiths to issue a duplicate key for you at your cost. In the event that you have your locks changed, this must be done by Armstrongs and a new spare key must be cut and handed to the Building Manager.
- **After hours assistance from the Building Manager may incur a fee of \$102.50 + GST + admin fee. There is no fee to report a lost fob to facilitate it being disabled.**

Sky TV

Sky TV signal is provided to every apartment within The Mirage. Contact Sky TV to arrange for your decoder and subscription to enable this service.

Internet and/or Ultra fast broadband (UFB) connection

No WiFi or common area internet service is available. Fibre is available on all floors. Contact your Internet Service Provider (ISP) who must contact the Building Manager to arrange for their technician to access our secure communications room. No access is available before 8:00am or after 5:00 pm or on weekends. The resident is responsible for providing access to their apartment. Contractors must comply with Mirage Health and Safety policy as they will be working in the common area.

Gardens

Please help maintain the appearance of the gardens by not stepping on or over the planted garden areas or allowing children to run through the sandy and shell garden areas including the lagoon pool island. If you observe any irrigation leaks or problems with the gardens please contact the Building Manager

Guest Access to Building

There is a key pad guest intercom at the front door of each building. If you have a landline (not cell phone) in your apartment, you can be linked to the key pad, which has a four digit code next to your apartment number. When your guest dials your four digit code on the key pad, it will ring the landline in your apartment. You are able to speak to the person at the door to ensure their identity. To unlock the door, you press 9 on your telephone. Please ensure that you are certain of the person's identity and do not let anyone else in who you do not know, or fall for the ruse that the person is expecting them but not answering.

To activate this facility - Please email (not TXT) the Building Manager, with apartment number and your landline phone number. They will activate the intercom to your phone number and they will advise you once completed.

Guests/Visitors including Non-Resident Owners

Gym -the gym equipment is for the use of residents only.

Outdoor area –all residents are asked to limit their number of guests to a maximum of 10 and to confine their visit to no longer than three (3) hours.

Non-resident landlord owners – non-resident owners should not use complex facilities, unless you are a guest of a resident.

Gym Area

Food and glassware is not permitted in the gymnasium. Also for health and safety reasons, children under the age of 14 are not permitted to use the gym equipment at any time. People using the gym should use a paper towel and antiseptic gel (provided) to wipe down the equipment after use and **not wear wet swimming gear, due to the risk of death from electric shock or electrocution.**

Please also do not move any of the gymnasium equipment around, and if any is taken from the gym area it will be treated as theft (and recorded on CCTV). Please read and understand the Health and Safety notice on the doors to the gym and within the gym before using any equipment.

Gym Area toilet & shower facilities

These toilets and showers are available to be used by those residents who are using the BBQ, Lagoon swimming pool, outdoor spa, indoor spa, sauna and gymnasium/fitness centre. They are not intended to be used as an alternative facility to the toilets and showers in the apartments. Those residents who abuse the use of these facilities may find that their security access fob devices to these facilities will be restricted.

Health, Safety and use of recreational and outdoor areas

Children under the age of 14 must be supervised around the outdoor pools and facilities to avoid injury or accidental death. They also must not use the gym equipment. Parents/Caregivers are responsible for their children at all times.

No glassware (e.g. Bottles, glasses etc) is permitted in the pools and outdoor area.

All residents are asked to ensure that they and their guests are responsible in the consumption of alcohol in the pool and outdoor areas. Intoxication or inappropriate behaviour risks your removal

from the area by security or the police. Security guard call outs will be charged to the resident and or owner.

Pools – Please do not (or let your children or guests) dive, climb on rocks, waterfall, gardens between the pools or the Lagoon Island.

Persons using the pools must be wearing an acceptable swimming costume, swimming in any other form of clothing, topless or naked is not permitted. Persons doing so will be asked to leave the pool/recreational area.

Repeated breaches of conditions of use of the complexes recreational facilities may result in the loss of access to these areas.

Operating hours for complex facilities - 6am to 10pm Daily

To ensure all residents can enjoy and have the opportunity for a peaceful night's sleep, the operating hours for the recreational facilities, BBQ, Tennis Court, Pools, Spa Pools, Outdoor Area, Sauna and Gymnasium are from 6:00 am until 10:00 pm every day.

Outdoor BBQ area

The Outdoor BBQ area is available on a booking system. There is a \$50 cash deposit payable to the Building Manager. A refund of \$20 will be paid when the BBQ and area, has been left clean and tidy, any furniture you use returned to their original positions and rubbish removed. All cleaning materials are provided and stored in the BBQ storage cabinet under the BBQ. Bookings will be confirmed upon receipt of the deposit left in Body Corporate Mail Box #208/88. To avoid disappointment, please book well in advance by TXT/ emailing the Building Manager and advise your apartment number, the date, requested time and number of guests (maximum of 10). Please use the re-cycling bin provided.

Remember – The Building Manager is not on site on weekends - advance booking is necessary. To allow as many residents as possible have the opportunity to use the area, bookings are in 3 hour blocks – 11am -2pm, 2pm – 5pm, 5pm – 8pm. The area must be cleaned immediately after use as others may be waiting to use it. All activities must cease by 10.00pm.

In case of rain, the gymnasium and lap pool room, must not to be used as an alternative under any circumstances. The BBQ must not be moved and always operated with adequate ventilation and not in an enclosed space.

Pools, Spa's and Sauna.

The pools are for your enjoyment. For health and safety reasons, food and glass is not permitted in the pool areas and sauna. Children must be supervised by a resident adult at all times. Infants that are not toilet trained or still wear nappies must wear waterproof pull-ups. Infants swimming with no clothes on (naked) is not permitted. To avoid undue pressure on pools and other facilities, residents need to ensure that the maximum number of guests is limited to 10 and that guests must be accompanied by a resident at all times.

When using the outdoor spa, please remove the cover by folding the sides in along the sewn lines and roll up on roller. Beware of the handle as it may snap back if the cover is partially wound up. The indoor spa covers are to be leant against the wall by the tap (**not on the floor**). Please replace the

covers when finished, to ensure the pool is hot for the next party to use. The pool areas and all other facilities close at 10.00pm sharp. (NO exceptions).

When using the sauna, please follow the operating instructions by the sauna door. For safety reasons only put fresh water from the tap on the wall outside the sauna on the sauna stones.

Before using the spa and lap pool, for the comfort and hygiene of fellow users, those who have been using the sauna, working out in the gym or playing tennis are required to shower before using these facilities.

Tennis Court

The tennis court is available on a first come first served basis, a fair use policy applies, and is only for the use of residents & their guests. Guests playing must always be accompanied by the resident. The court is for all to enjoy a game, if other players are waiting for a game you should limit your playing time. There are night lights for evening games, these are on a timer, when the lights go out you should cease playing to let others come down to play. After the lights have gone out it takes 10 minutes before they can be re-lit. All playing must stop at 10.00pm. The lights will not come on after that time.

Note: if you lose a ball, please do not climb on/over the fence or onto the roof or any garden area to retrieve them. Do not venture onto the railway lines.

Parking

As a courtesy to other residents, it is important to ensure that you park in your designated car park. There are 6 visitor parks in total; 4 in front of Building 88 & 2 outside Building 86. Residents should also ensure they do not park in the visitor parks and that their guests observe the three hour limit.

If your guests park in a resident's car park, or service area, (yellow painted cross hatch) they could be towed without warning, so it is important you check with your guest where they have parked. We recommend that residents TXT the Building Manager with the registration number of your guest's vehicle and where they have parked to avoid being towed.

Reporting of common area maintenance issues

Our aim is to ensure that the facilities, landscapes, buildings and common areas are kept to a high standard. To ensure that we can do this, it is important that residents report accidental and deliberate damage, maintenance or other common area issues to the Building Manager, to ensure it can be assessed, prioritized, repaired, cleaned or otherwise dealt with.

Pets

Owners are permitted with the prior written approval of the Body Corporate Committee to keep one small domestic cat or dog in their apartment. The fully grown dog must not exceed 35cm tall to the top of its withers. They must also not be kept or taken onto a common area except for the express purpose of moving between outside the complex and the Owner's apartment.

When outside the apartment the cat/dog must either be carried, in a cage or on a leash at all times. No other animals are allowed.

Any Owner of a unit who relies on a guide, hearing or assistance dog may bring or keep such a dog in a unit, and may bring such a dog onto the common property.

An Owner of any pet must ensure that any part of a unit or the common property that is soiled or damaged by the pet must promptly be cleaned or repaired at the cost of the Owner.

An Owner of any dog must ensure that the dog is controlled at all times

Tenants are NOT PERMITTED to have pets under any circumstances

Rubbish Disposal and Recycling

Rubbish chutes are located in the utility rooms on the left hand side, adjacent to the lifts on each level. All garbage sent down the chute must be in bags and securely tied. Failing to do this will result in a cleaning charge to the resident and or owner.

DO NOT try and force 'oversize' rubbish down the chute, carry it to the ground floor and place it in the skip bin located through the door in the rubbish/recycling room on the left hand side of the lifts. This facility is for "day to day" rubbish and not to be used to dump all surplus waste when vacating an apartment. The owner of the apartment will be liable for any rubbish contractors fees for disposing of this non day to day material like mattresses/bedding, appliances etc.

Recycling materials are to be taken to the Service Area in the rubbish room on the ground floor, which is located to the left of the lifts in the lobby of each building. There is a large sack for cardboard boxes, please break boxes down and flatten before placing in the sack. The large wheelie bins are for newspapers, glass bottles and jars, tin cans, aluminium cans, and plastic containers (but no chemical bottles at all). Please ensure all items for recycling are emptied, rinsed, caps or seals removed and plastics crushed.

DANGER: Please ensure that when in the services area in the rubbish room you remain clear of the chute at all times. Do not extract items from the bin, rather call the Building Manager to assist if something has been mistakenly put in the bin.

Bicycle stands

A bicycle stand is available to store and secure mountain bikes, road bikes etc in the Ground Floor car park. Contact the Building Manager for details.

Motor scooter and motor bike parking

There is no additional parking available for motor scooters or bikes. Any resident with a motor scooter/bike must park their motor scooter/bike within that apartment's allocated car park. We suggest that the scooter/bike be parked at the front end of the car park to prevent it being damaged by other residents parking their vehicles. Most use the concrete vehicle stop to secure the bike.

Car park allocated to individual apartments

Car parks are to be used only for the storage of the resident's motor vehicle, motor scooter, motor bike or bicycle which may be secured to the concrete vehicle wheel stop at the front of the car park. The Body Corporate for 'security' reasons **strongly recommends** that your allocated car park not be made available under any circumstances on a casual or permanent basis to a non-resident.

Security

The majority of the complex has monitored and recorded security cameras to ensure we can offer a safe and secure environment for all residents. We also have a contract with a security firm who are on call should a security breach occur or as a result of excessive noise or other unacceptable behaviour.

If you notice people acting suspiciously, loitering, trying to tail gate cars into internal car parks or that security has somehow been breached; please report the incident to the Building Manager by phone/text to 021-647-243, anytime (24 hours) immediately. We want your call to help us maintain a safe and secure complex.

Unlike houses, apartment living is significantly closer and therefore loud noise is more noticeable. Please respect your fellow residents and control your noise level (and that of your guests) within your apartment, on the balcony and in the common areas. In the event of excessive noise by a neighbour, please initially raise the issue with your neighbour or if not comfortable or there is no response, please phone/TXT on 021 647 243 the Building Manager immediately with the offending apartment number.

The Building Managers after hours call out fee of \$102.50 +GST + admin fee will apply.

In the event that a Security Officer is required to resolve the issue, there is a call out fee payable by the resident where the disturbance is coming from or causing the need for security to be called, as follows:

1st Call out fee is a minimum of \$250 plus GST + admin fee

2nd Call out with a 24 hour period is a minimum of \$300 plus GST + admin fee

3rd and subsequent "Call outs" within a 24 hour period is a minimum of \$500 plus GST + admin fee.

Unauthorised visitors

Please ensure that unauthorised people (whether or not they may look official) are prevented accessing the complex unless you know them. These people may possibly be waiting at the door or car park roller doors. If they require access, as a resident it is your building and therefore you are entitled to ask their reasons. If you do not feel comfortable, exit via another door (e.g. 86 rather than 88 or vice versa) or ask them to contact the Building Manager. The majority of "security issues" are caused by unauthorised visitors.

NOTE: ALL FIRE DOORS (with Emergency Release buttons) AND ROLLER DOORS ARE ALARMED. If you are in the car parks and hear an alarm that has been activated, phone/text the Building Manager on 021 647 243 immediately as this could mean that an unauthorised person has gained access to the complex. Please DO NOT press the emergency door release buttons on any door, (unless it is an emergency) as this will leave the doors open, allowing unauthorised people to gain access to the complex.

Vandalism or intentional damage

Please report all instances (and alleged perpetrators) of vandalism or intentional damage to the Building Manager by phone/ TXT on 021 647 243 immediately.

Smoking

The Mirage is a Smoke Free Property, (including all car parks, recreational facilities and all other common areas). Smoking is a fire hazard. Even smoking on your balcony or in your apartment is prohibited as it can allow unwanted second hand smoke to drift into neighbouring apartments. If

you or your guests need to smoke, please leave the building and light up on The Strand footpath away from the entrance to Buildings 86 and 88 and use the two designated concrete containers to dispose of the cigarette butts.

Balconies

Only gas BBQ's can be used on the balcony's. To eliminate the risk of fire, no charcoal or any other cooking or heating device other than approved LPG gas equipment can be used.

No mattresses, swimming gear, washing or clothes drying equipment should be visible from street level and no clothing or towels (nothing) should be hung over the glass balustrade.

All residents are reminded to ensure no furniture, planters or equipment are located on the balconies that would enable any person to climb up on and fall over the glass balustrades.

Illegal Activities and Drugs

Any resident owner, tenant or guests undertaking illegal activities will be immediately reported to the police, and have their access to the complex facilities terminated. From time to time the Body Corporate will utilise drug dogs and/or specialists to check every floor, including mailboxes, car parks storage lockers, common areas and all motor vehicles for substances and residue of substances.

Heat pump installations

The installation of a Heat Pump anywhere outside the apartment is not allowed as the installation may compromise the structural integrity of the building. The building is fully air-conditioned already.

Storage Lockers - Prohibited Items other Peoples Items

The Health and Safety regulations prohibit the storage within these lockers of any LPG cylinders, flammable fuels, paint and/or other flammable and/or toxic chemicals. The Body Corporate for 'security' reasons **strongly recommends** that your allocated locker not be made available under any circumstances on a casual or permanent basis to a non-resident.

Emergency Procedures

Apartment, Smoke and Heat Audio Alarms

If your apartment has smoke or steam alarm activation and the alarm has gone off related to say smoke related to cooking and there is no fire danger, **do not open the door to the corridor as this will set off the alarms in the whole building, the building will need to be evacuated and will bring the Fire Service at approximately \$1,400 plus GST cost to you.** Open your windows or balcony slider to allow the apartment to clear. Locate the nearest smoke/heat sensor to the smoke or steam and quickly wave a towel under it to clear the smoke or steam. This should stop the alarm. If there is a fire leave your apartment immediately and follow the instructions on the back of your door and outside the lifts.

Evacuation Procedure - Building Alarm (Building 86 and 88)

If you hear the main building alarm siren, (which is very different to the siren within apartment) **YOU MUST IMMEDIATELY LEAVE your apartment, the apartment building or any common area (such as**

the recreation area) using the stairwell stairs. DO NOT UNDER ANY CIRCUMSTANCES USE THE LIFTS USE THE STAIR.

Do not stay in your apartment or on your balcony, as you may become isolated and unable to be rescued in the event of a fire or natural disaster. Walk quickly **down** the stairs to the ground floor **marked GF** on the wall, and exit to the Foyer, Leave the building and assemble at the designated Assembly Area and follow the instructions of the Fire Service personnel, Fire Wardens and Building Manager. They have been trained and know what to do.

For any evacuation (day or night) we suggest you take your keys, a torch and/or your cell phone with you in case the lights go out in the stairwell.

In all cases you must exit the building, gym, pools, or car parks by the nearest exit away from the building.

When the alarm has stopped sounding and an all clear has been given by the Fire Wardens, NZ Fire Service or Building Manager you may re-enter the building.

If you have any queries about the alarms and evacuation procedure, please contact the Building Managers. Notices on the evacuation procedure are posted at each lift.

Natural Disaster (Earthquake, Tsunami or Volcanic Eruption)

If such an event strikes our complex please evacuate yourself and any others (able to) in your apartment immediately, and report to the car park assembly point (as per a fire alarm). If you are injured or trapped please alert the Building Manager on 021 647 243 and/or 111 Emergency Services and ask for "FIRE".

Residents must take responsibility and be prepared, so please familiarize yourself with the basics, familiarize yourself with www.getthru.govt.nz and www.survive-it.co.nz

As a bare minimum have a torch, first aid kit, battery radio, and some spare drinking water in your apartment.

The Body Corporate Committee and Building Managers hope you enjoy living in our quality apartment complex, please utilize the facilities, and have respect for all other residents.

19 March 2018 v1.8