

# THE SENTINEL APARTMENT GUIDE



## ***Welcome to “The Sentinel”***

*The Sentinel* Apartment Building, completed in 2008, comprises 117 residential apartments and 6 commercial business units.

The Body Corp Committee (BCC), has set out hereunder some useful information regarding the health and welfare of the Building and those who live here. In addition, a set of rules have been produced. Please take time to read and become familiar with them.

We have a high level of security, with a Concierge service, in a modern and sound building with wonderful views.

There are some common-sense restrictions - remember your fellow neighbours are all around you, so you need to be aware of noise levels.

This Guide should assist you in the running, operation, and maintenance expectations and what to do in the event an emergency situation occurs.

The Concierge is the best source of information, both about the building, and anything of interest in the surrounding area.

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# **BUILDING MANAGEMENT**

To ensure the complex operates smoothly on a day-to-day basis we have a Building Management team who manage the building. Parkley Building Management, lead by Mark Beazley the building manager and Moyra Parker, assistant building manager/head concierge and are assisted by their dedicated concierge team, Christine Burke, Ammie Kong, Allyson Daval Santos and Joshua Watt.

The Building Manager is responsible for the overall operation of the building, such as maintenance, cleaning, and repairs. If you notice any problems around The Sentinel, then please come down to the concierge desk and report any issues or send an email to the concierge team.

## ***Alterations:***

If you want to make alterations to your apartment, please discuss your plans with the Building Manager and ask for the separate document covering BCC policy on this.

The Concierge front desk focuses on resident's security, meet, and greet functions and provides a range of services and information for your convenience.

## ***Building issues:***

If you are aware of any maintenance issues that need attending to around the Building – e.g. car park lighting, rubbish chute door not working, please report it to the Concierge or Building Manager.

## ***Resident incident form:***

This form is for any accident or incident that may happen to you, i.e. injuring yourself on any equipment, falls, slips etc, within the common areas, also for any altercations between yourself and other residents. (see below).

## ***Noise:***

If there is excessive noise coming from a neighbouring apartment, please report it to the concierge on duty or the building manager who will log it and take appropriate action.

## HOURS OF OPERATION

### ***Building Manager:***

Mark is available Monday to Friday between the hours of 7am and 4pm and on call at any time for emergencies.

### ***Concierge Services:***

The Concierge Services are available daily:

Monday to Sunday 9am to 8pm (Winter Hours)

Monday to Sunday 9am to 10pm (Summer Hours)

Public Holiday Hours 9am to 5pm

## EMERGENCY PHONE NUMBERS & CONTACT DETAILS

**IF YOU HAVE A MEDICAL EMERGENCY OUTSIDE THE ABOVE HOURS CALL 111.**

### ***Contact Details:***

Building Manager: Mark Beazley

Mobile: 021 915 102

Email: [management@thesentinel.co.nz](mailto:management@thesentinel.co.nz)

Head Concierge: Moyra Parker

Phone: (09) 489 3843 or

Mobile: 021 265 8324

Email: [concierge@thesentinel.co.nz](mailto:concierge@thesentinel.co.nz)

# THE BODY CORPORATE COMMITTEE

The Body Corporate Committee is made up of volunteer owners who are elected annually at a general meeting. The purpose of the Committee is to manage the budget, maintain the building's integrity (machinery etc), deal with safety issues and oversee the annual Building Warrant of Fitness. The Body Corporate has contracted Parkley Building Management, who employ the Building Manager and the Concierge team.

Contact details for the Committee members can be obtained from the Body Corporate Secretary, Angela Storr. Angela's contact details are as follows:

Mobile: (09) 476 8663

Email: [angela@centurion.co.nz](mailto:angela@centurion.co.nz)

## ***Body Corporate Members:***

Darrell Watt (Chair)

Lynne Carroll (Deputy)

Caroline Kellaway

Don Combes

Malcolm Grey

Paul Prentice

Virginia Bitossi

## ***Body Corporate Rules:***

Ask the Concierge or Building Manager for a copy of the Body Corporate Rules, or check the website, [www.sentinelowners.com](http://www.sentinelowners.com).

Social gatherings are held periodically, notice of these are either in the lift, noticeboard or on the website, [www.sentinelowners.com](http://www.sentinelowners.com) (ask the Concierge for the password)

# FIRE ALARM AND BUILDING EVACUATION INSTRUCTIONS

## *Smoke Alarm:*

Your smoke alarm is a sensitive device and should **never** be covered or removed. Periodic checks are made by our fire safety contractor.

In the event of your apartment smoke alarm being activated then the following must be done:

- If caused in your apartment due to cooking, then turn on extractor fan to high and open the door to your balcony.  
(Additionally, waving a tea towel under the smoke detector can help).

**DO NOT OPEN THE DOOR TO THE LOBBY AREA AS THIS WILL ACTIVATE THE MAIN BUILDING ALARM AND NECESSITATE A FULL BUILDING EVACUATION.**

- Call the Concierge on duty (or they may call you), to advise if it is a cooking related alarm (09) 489 3843 or 021 265 8324
- The Concierge cannot deactivate the alarm - they can only acknowledge it on their panel.
- We advise that you always use your extractor fan while cooking; this includes using your toaster.
- The use of fly sprays may also set off your alarm.
- **Do not remove or cover your smoke alarm.** Doing this will set up a fault in our Fire Detection System and will result in a call-out to rectify, the cost of which will be passed on to you.

### **Fire Alarm:**

If the Fire Alarm is ringing (Not your smoke alarm)

- A PA announcement will be made to evacuate the building.
- The senior person in each apartment is the Fire Warden for that apartment.
- They must make sure everyone in the apartment leaves immediately and proceeds to the assembly point.
- As you vacate your apartment, (if possible), knock on the other apartment doors as you pass.
- **Do not use the lifts.** Only use the Fire Escapes.
- The assembly point is located at the Northcroft Street end of the plaza area (next to the BNZ Carpark)
- On reaching the assembly point, the Fire Warden from each apartment must let the Concierge or Building Manager know that their apartment has been evacuated.
- Remain at the assembly point until the “all clear” has been issued.
- If you cannot leave your apartment because of fire or health reasons, then please ring the Fire Brigade on **(09) 486 7948** and advise them of your apartment number.
- Elderly or disabled persons should make their way to the Fire Escapes and if unable to descend the stairs, they should remain within the Fire Escape on their floor.
- Always leave your apartment once the evacuation message has been heard. Failure to do so can incur significant penalties.

A record is kept of those unable to use the Fire Escapes. This is passed onto the Fire Brigade Chief Responder. Once you have read and understood these fire and evacuation instructions, please sign the form at the back of this Guide and return the page to the Concierge.

# MAINTENANCE CONTRACTORS IN PLACE

## ***Air Conditioning and Control:***

North Shore Refrigeration

Phone: (09) 915 0796

## ***Plumbing:***

MacMillan Plumbing & Gas Ltd

Phone: 0800 527 837

## ***Electrical:***

Cramond Electrical Services (Greg Cramond)

Phone: (09) 414 2433

# HOW TO ISOLATE THE WATER SUPPLY IN AN EMERGENCY

In the event that you have a hot or cold water leak, it is good to know where you can isolate the water source until you can procure a plumber.

Hot and cold water main isolation valves are located in the ceiling void above you as you enter your apartment, you will see a hatchway above for access.





## AIR CONDITIONING UNITS AND HEATING

All the Air Conditioning in The Sentinel Apartments do not use recycled air. Fresh air is driven to your apartment above the ceiling and the Air Conditioning Unit cools or heats on demand.



## BIN AREAS AND WASTE DISPOSAL

On each level landing area there is a rubbish chute for general waste. It is very important to ensure that you bag all waste tightly before using the chute. **Do not** put waste down the chute unbagged.

A boxed container is provided for bottles, cardboard and tins. All should be properly washed.



## NOISE RESTRICTIONS AND HOUSE RULES

### **Noise:**

Please be aware of any excessive noise which could upset your neighbours. If there is excessive noise coming from a neighbouring apartment, please report it to the concierge on duty or the building manager who will log it and take appropriate action.

### **No Smoking:**

The Sentinel has a strict no smoking policy. Smoking is prohibited at all levels within the Building.

### **Fire Doors:**

Please **do not** leave your apartment door open, it is a Fire Stop Door and **must** be kept closed.

### **Visual Effect of the Building:**

The Sentinel has floor to ceiling glass. Therefore, the interiors of apartments are plainly visible from the surrounding streets. Please be aware of this to preserve the 'look' of the Building.

Laundry should not be able to be seen from outside of the Sentinel, placed on balconies or up against windows.

### **Pets:**

No pets are permitted to reside within the building or to visit the building.

## POOL & SPA RULES

The Pool and Spa rules are provided at the entrance to these areas and are strictly policed with CCTV coverage.

## BUILDING SECURITY

The Sentinel is well covered by CCTV for your security.

We ask that all residents be aware and report any suspicious behaviour.

The Sentinel has just upgraded to the “state of the art” electronic access control system.

The swipe cards allow access to The Sentinel Building, parking area, gym, pool, and access to the floor you reside on.

### ***Advantages of Electronic Access Control:***

Convenient building access via a card vs. fumbling with keys.

- High levels of security by tracking and controlling who has access (and when).
- Provides a log of valid and attempted entries through controlled access doors.
- Mitigates the need for re-keying (a user’s access privileges can simply be turned off).
- Saves the cost of rekeying doors and the inconvenience of distributing new keys.
- Allows buildings to be locked and unlocked on a timed program.
- Supports maintenance visitor logging function

### ***Tenants must return all keys and remotes:***

Tenants cannot remove, add, or alter any locks without the Body Corporate consent.

Tenants must return all keys and pass cards to the property manager or owner at the end of the tenancy.

## CARPARKS / BICYCLE STORAGE AREAS

Every apartment has been allocated two car parking spaces, they are numbered as per your apartment. Please ensure that no one parks in other residents’ carparks.

The carpark spaces provided are for cars and not for any external storage of equipment.

Remote controls for the garage doors are available from the Concierge at \$100.

The Body Corp Committee are currently researching options for EV charging of vehicles – the Building Manager has permitted charging of vehicles on a case by case basis, in the interim, at a cost of \$50 + GST per month.

A bicycle storage area is provided on the 1<sup>st</sup> floor of the carpark. Please note there is a **FREE** bicycle parking area next door at the Toka Puia Car Park.

## VISITOR ACCESS

If your visitor arrives during the concierge hours, then the concierge team member will contact you to let you know your visitor has arrived. The concierge will ask for your authorisation to let them up to your floor.

If your visitor arrives outside the concierge hours, your visitor will need to contact you directly to let you know they have arrived.

To allow your visitor access to your apartment, press the lift release button (for 3 seconds) located near your front door, either with the word PRESS on it or a circle within a circle. **Note: Please press this button only once, as pressing numerous times will cause issues with the system.**

Once pressed your visitor can then enter The Sentinel Building and call a lift. Once in the lift they then need to press your apartment floor number. They must however use the first lift that arrives for them.

Otherwise, you may like to meet your visitor in the foyer area or you may of course leave a swipe card and a name of your visitor with the Concierge for them to use on their arrival.

## FORMS

### ***Sentinel Contact Registration Form:***

This form must be completed by all residents and returned to the concierge desk as soon as possible.

### ***Smoke Alarm Activation and Fire Evacuation Form:***

This form must be completed by all residents and returned to the concierge desk as soon as possible.

### ***Assistance Register Form:***

Please complete this form if you are unable to independently evacuate via the fire escape.

### ***Authorisation for Apartment Key to be Stored Separately and Accessible by Emergency Services:***

Please complete this form if you wish us to keep a copy of your key in our emergency safe for Emergency Services to be able to access your floor and apartment.

### ***Incident Report:***

Please complete this form for any incident or accident that may happen to you and return it to the concierge desk.

# CONTACT REGISTRATION FORM

You **MUST** complete the Sentinel Contact Registration Form and return it to the Concierge desk asap.

Welcome to The Sentinel apartments. In order that the Concierge may provide you with a better service, it would help us if you would provide the following details.

Date: \_\_\_\_\_

<b>Apartment Number</b>	
<b>Name</b>	
<b>Landline Number (09)</b>	
<b>Mobile Phone Number</b>	
<b>Email Address</b>	
<b>Partner/Flatmates Name</b>	
<b>Mobile Number</b>	
<b>Email Address</b>	
<b>Children's Names</b>	
<b>Emergency Contact Name</b>	
<b>Emergency Contact Mobile</b>	

# SMOKE ALARM ACTIVATIONS AND FIRE EVACUATIONS

*You **MUST** complete this Fire and Evacuation Form and return it to the Concierge desk asap.*

This is confirmation that you have read and understood the **attached** Smoke Alarm Activations and Fire Evacuation instructions. This is a requirement as per our Fire Evacuation Scheme.

Date: \_\_\_\_\_

<b>Apartment Number</b>	
<b>Name</b>	
<b>Contact Number</b>	
<b>Signature</b>	

# ASSISTANCE REGISTER FORM

*If required, please complete this form and return it to the Concierge desk asap.*

For people unable to independently evacuate via the fire escape.

**Please note:** The Fire Brigade have advised that their first responsibility is to the safety of the firemen, so (depending on the incident), residents should not assume that the Fire Brigade will be able to assist them to evacuate the building, depending on the incident.

Date: \_\_\_\_\_

<b>Apartment Number</b>	
<b>Name (1)</b> <b>Contact Number</b>	
<b>Name (2)</b> <b>Contact Number</b>	
<b>Name (3)</b> <b>Contact Number</b>	

# AUTHORISATION FOR APARTMENT KEY TO BE STORED SEPARATELY AND ACCESSIBLE BY EMERGENCY SERVICES

*If required, please complete this form and return it to the Concierge desk asap. This form will be held on file against your apartment number in our system.*

This form gives authorisation for Emergency Services to access your apartment keys at any time. An additional key will be stored in a separate location onsite, as well as instructions provided to them on how to obtain your keys. This will only be applicable in the event that access is needed out of hours and a staff member is not available to assist. Please check with your contents insurer that this won't affect your insurance cover.

Date: \_\_\_\_\_

Apartment Number	
Resident's Name	
Signature	

If you wish to inform us of any pre-existing conditions and/or medication, please list them below:

Medical Condition	Current Medication





## INCIDENT REPORT

Type of incident:	
Date and Time of Incident	
Date and Time reported	
Photos taken	
Camera Number	
Reported to	
Reported by	
Location of incident	
Names of persons/parties involved	
Signed statements taken and kept Yes/No?	

**Description:**

**Copies of this report has been sent to Head Concierge, Building Manager and Centurion.**