



AFTER-HOURS CALLS

Policy

It is policy that after-hours calls for assistance are consistently managed by all stakeholders.

Purpose

The purpose of this policy is to ensure stakeholders understand actions and any related charges associated with after-hours calls for assistance.

Responsibility

The Hallmark Committee of Management is responsible for this policy.

Definitions

“Emergency Calls” all urgent calls must be directed to the emergency services i.e. police, ambulance or fire brigade on 000.

“After-hours” means times outside of contracted hours worked at The Hallmark by the Building Manager or Concierge service. Typically these times are between 11.30pm and 7.30am.

“Calls for assistance” are considered to be urgent or non-urgent.

An **urgent** call may involve activation of the fire alarm and requires a 000 call for assistance.

A **non-urgent** call can include loss of an access pass (fob) outside the building or being unable to contact a resident overnight through the building intercom system to gain access into the building.

“Stakeholders” are owners, occupiers, visitors, locksmiths and contracted security staff.

Guidelines for Non-Urgent Assistance (see overleaf)

There are two categories for non-urgent assistance.

Category 1 - is an access issue that will result in a direct charge to the caller.

Category 2 - is a call for security attendance at the property and may result in a charge to a Lot resident, Owner or the OC.

Charges

Charges for the overnight / after-hours security service for an access issue are:

Each call taken by Monjon = \$0

Each attendance at The Hallmark = \$110 + GST (Master / Visa card payment upfront over the phone) once the patrol guard is dispatched funds will not be refunded.

There is no charge for a Category 2 call however the OC may charge the Lot resident or Owner. If the call relates to a building issue and a patrol attendance is require the OC will be charged.

Access Rules

Monjon will work to procedures that protect the security of the building and Lot Owners/Occupiers. This includes requiring a person to prove their identity and right to enter the building, etc.

At no time are Monjon authorised to escort a person into the building or to a floor until the processes outlined below have been satisfied.

<p style="text-align: center;">1. Non-urgent – Access Issue</p> <p style="text-align: center;">Unable to Gain Access to Building / Apartment</p> <p style="text-align: center;">Unable to gain access to building / apartment when registered as a resident, renting a car space or a resident's guest</p>	<p style="text-align: center;">2. Non-Urgent – Call for Security Attendance</p> <p style="text-align: center;">Noise or Common Area Problem</p> <p style="text-align: center;">Noise or operational problem that impacts upon security/operations of the property such as damaged or access door / gate remains open / faulty, water leak, etc.</p>
<ol style="list-style-type: none"> 1. Call Monjon Security on 0417 666 566 explaining reason you are unable to gain access to the apartment / building; 2. If you require their attendance, Monjon Security will charge \$110. Payment must be made in advance to their attendance; 3. The caller must be a registered resident, registered tenant/renter or friend of a registered resident; 4. Monjon Security will then attend however are instructed not to allow entry into any part of the building until the person: <ul style="list-style-type: none"> • Proves their identity (photo ID); • Faces the external CCTV camera with face fully exposed; <u>and</u> • Can substantiate they are lawfully allowed to be on the property i.e. correctly identify property/resident, their apartment location, etc; 5. At no time is Monjon permitted to escort a person to a residential floor before ascertaining the above <u>or</u> receiving permission from the resident. 	<ol style="list-style-type: none"> 1. Call Monjon Security on 0417 666 566 explaining nature of the problem; 2. Provide your apartment contact details and telephone number; 3. Monjon Security are instructed to call back to confirm your details and telephone number; 4. Monjon Security will attend or advise you to call the police or other service depending on the nature of the problem; 5. Monjon Security will not meet an Owner, Occupier or visitor outside the property to provide access. They will only attend an apartment level in response to a call; 6. On arriving at the property the Monjon Security Officer will attend to the noise or common area problem; and 7. The Monjon Security Officer will provide a written report before the completion of the shift advising the problem, persons involved, action taken and any recommendations to minimise similar incidents in the future.
<p>Note: Monjon Security is not authorised to access the Building Manager's Office to obtain any spare keys stored in the office hence a locksmith may also be required to access an apartment for an additional fee.</p>	<p>Note: Monjon Security attending the building on a call for noise or common area problem are not authorised to allow a person to enter the building at that time. The person must use their fob.</p>