

SALTRIVER APARTMENTS EMERGENCY GUIDE

11, 21, 31 Moreland Street, 1-13 Swallow Lane & 5 Saltriver Place

In order to assist lot owners the OC have prepared the following suggestions that lot owners can consider in the case of various emergencies:

A. FIRE

1. In the event of a fire the evacuation system will sound
2. Residents are required to evacuate the building using the fire staircase and fire exits (and not via the elevators)
3. The evacuation point is in front of the main entries at 21 and 31 Moreland St
4. Fire brigade will attend if a manual call point (break glass) or fire sprinklers have been activated and will reset the system once safe
5. For local alarms the OC committee, OC Manager and caretaker/cleaner are aware of the process to be followed and how to reset the system
6. Please wait at the evacuation point until advised it is safe to return to your apartment

B. POWER FAILURE

1. In the event of a power failure certain systems will not be available and others will operate using battery backup as follows:
 - a. Emergency & Exit lighting will operate for at least 90 minutes in common areas to enable residents to safely exit the building
 - b. Automatic glass entry sliding doors at 21 & 31 Moreland St and 5 Saltriver Place will open or remain open the first time they are activated
 - c. Garage doors will continue to operate until battery backup is exhausted
 - d. Intercoms and card entry doors will work for egress only
 - e. Lifts will not operate so apartments on upper levels will need to use the fire stairs to egress (and keys are required to re-enter your level via the fire stairs)

C. WATER INCURSION/FLOOD/PLUMBING FAULT

1. In the event of a water incursion/flood event the following suggestions are offered:
 - a. Suspected roof leaks are to be reported to the OC Manager
 - b. If water is actively flowing into your apartment:
 - i. Isolate your hot and cold water supply
 1. For Swallow La – isolation valves are in your apartment in a hatch above the kitchen
 2. For 5 Saltriver Pl – isolation valves are in a hatch in one of the bedroom wardrobes or inside your front door
 3. For 31 Moreland St – isolation valves are in a hatch outside your front door
 4. For 21 Moreland St – cold water isolation valves are located with the water meters in a services cupboard near the lift on each level; hot water isolation valves are located with the hot water meters in an access panel immediately outside your front door
 - ii. If water is coming from an apartment above, ring the doorbell of that apartment and ask them to shut down the source of the water
 - iii. In addition, report all incidents to the OC Manager 9999 1088 / ocmanager@re-kon.com.au and caretaker 0416 611 168

- c. If water is coming from fire sprinkler system then report the matter to the OC Manager 9999 1088 / ocmanager@re-kon.com.au and caretaker 0416 611 168 who will arrange for the fire maintenance contractor to attend
- d. If water is coming from your own plumbing, then this is a lot owner maintenance responsibility and you need to engage your own plumber. The following are details of plumbers that have completed work in the building and may be able to assist you:

- i. **Outright Plumbing Maintenance – 9501 3777**
- ii. **NLK Plumbing (Nathan) – 0404 803 333**
- iii. **Eighteen Plumbing (Jake) – 0432 185 550**

NOTE: When organising a tradesperson it is recommended that you request a verbal quote and you accept the charges as in many cases plumbing failures are considered maintenance items which are NOT covered by insurance. There are some unscrupulous operators who charge excessive fees so care should be exercised when engaging an emergency plumber.

- e. Once water has stopped if there is considerable quantity of water, flood recovery service may be required.

NOTE: When organising a tradesperson it is recommended that you request a verbal quote and exercise caution as there are some unscrupulous operators who charge excessive amounts which may not be covered by insurance.

The OC have obtained standard rates (as of September 2025) from a reputable flood recovery company which are as follows:

Response Cleaning (Claudio) 0418 581 811 / 9763 1746

<https://www.responsecleaning.com.au/>

Call out fee \$240+GST

Extraction costs \$180 per hour

Supply dehumidifier \$150 each per day

Carpet blowers \$50 each per day

D. ELECTRICAL FAULT

- 1. Common area electrical faults should be reported to the OC Manager 9999 1088 / ocmanager@re-kon.com.au and caretaker 0416 611 168
- 2. Electrical faults within apartments are a lot owner maintenance issue and lot owners will need to arrange an electrician to attend at their cost.
- 3. There are electrical switchboards located inside each apartment and for access to your electricity meter you will need to contact the OC Manager or caretaker.
- 4. The following are details of an electrician that has completed work in the building and may be able to assist you:
 - a. Resource Electrical 0419 517 484

NOTE: When organising a tradesperson it is recommended that you request a verbal quote and exercise caution as there are some unscrupulous operators who charge excessive amounts