



Erko Apartments Contacts List

EMERGENCY

Ph: **000** - **Ambulance, Fire, Police** Give address, LOBBY & description of situation.

POLICE

Report all thefts to police, as staffing for our suburb is based on the number of incidents. Online via the Community Portal: search 'Report theft NSW' or phone 131444. Redfern Area Command: 24 hours / P: 02 8303 5199 / 1 Lawson Street REDFERN 2016

SERVICES– CHECK IF ONLY YOUR OWN RESIDENCE IS AFFECTED, OR THE WHOLE STREET/FLOOR

• SYDNEY WATER	Supply interruption, storm water, broken pipes 132 090
• AUSGRID (ELECTRICITY)	Faults, Emergencies 13 13 88 Enquiries 13 13 65*
• JEMENA GAS	Faults, Emergencies 13 1909 Enquiries 13 1909*

In our area, these are the *distribution* companies used by Service Providers (AGL/Energy Australia/etc)

BUILDING MANAGER – INFORMATION, REPORTING PROBLEMS

Pacific Building Management on-site office is just inside the garage doors on Bridge St

- building maintenance, cleaning, rubbish areas
- door key & fob order forms (does *not* keep spare keys)
- resident's pet behaviour (such as ongoing barking)
- loading dock – bookings and access (all large deliveries)
- day-to-day questions and clarification about the rules (such as what you can plant in your garden, where to park in our carpark) / Notice of Compliance

Mon-Fri 8.00am – 4.00pm: 95196263 0408 644 165 erko@pacificbmg.com.au

Report problems online: www.pacificbmg.com.au. Click on the **Blogix** link at top, then at bottom, click 'Go to Blogix'. Enter the user name & password emailed to you after you submitted the Residents Information Form. (White triangle, left margin = menu)

You can often stop a problem that disturbs you by dropping a friendly note to the person concerned, or asking the Building Manager for advice.

URGENT OUT-OF-HOURS BUILDING ISSUES

Pacific Building Management Head Office 1300 761 610

STRATA COMMITTEE

The Strata Committee is made up of volunteers who act on behalf of and at request of residents. Eg Building Governance, Finance, Levies, By-Laws, Fire Safety. See the website (erkoapartments.com.au) for contact details, Code of Conduct and By-laws.

Please be respectful & approach others as you'd like to be treated yourself, even if they appear to be doing the wrong thing. Often a friendly note is all that's required.



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LOCKED OUT?

Clockwork Locksmith 1800 256 259 (24hrs) or locksmith of your choice.

LIFTS

When 'Out of Order', alternate access is via the Fire Stairs. If you do not have a Fire Stair key, arrange a collection time with the Building Manager. Out-of-hours: connect with neighbours on your floor. As Fire Stairs do not comply to standards required for general travel, they are for urgent situations only. SCHINDLER LIFTS -Emergencies: 131 876 (24hrs).

FITOUT / APPLIANCES

See sub-contractor list distributed to initial owners (refer Building Mgr). Some items may have a group service contract. If applicable, have ready serial & model number.

SECURITY OF GARAGE STORAGE CAGES

Unfortunately, the cages are targets for thieves. Heavy chains and locks may provide a disincentive, however they & the wire can be cut. Keep valuables or records elsewhere.

FACEBOOK 'ERKO BUILDING 2043'

Cat or dog sitting / help exercising your dog if you work long hours / furniture to give away / questions about the area...Ask your neighbours, it's a relaxed, friendly forum.

ERKO SOCIAL (ORGANISERS) / ERKO COMMUNITY GROUP (non-Strata matters)

Contact us via Erko FaceBook: 'Erko Building 2043' to find out about events, including residents get-togethers and various small projects, such as Terracycling.

COUNCIL – CITY OF SYDNEY

- | | |
|---|--|
| • Illegal dumping | • graffiti |
| • abandoned vehicles | • trees on City property |
| • footpath/trip hazards | • road issues |
| • infringement of City <u>public</u> parking rules | • grass area 33 Bridge St & 70 Macdonald |
| • area along railway | • noise – unreasonable / early / late |
| <small>only that which is outside of Sydney Rail jurisdiction</small> | <small>you need to complete the noise diary log from the CoS</small> |

Go online & click 'Report Issue'. When reporting anything, include as much **detail** as possible (times, addresses, cross street, measurements, PHOTOS).

cityofsydney.nsw.gov.au 9265 9333 council@cityofsydney.nsw.gov.au

FOODCRAFT CAFÉ

Chat to Christian or Wil (they're very friendly) about any business queries. P: 8971 8817
Café owners have taken on responsibility of keeping the area around the café clean, however, maintenance of the public area and License regulation are the responsibility of Sydney City Council (see above).