



WHY DO YOU HAVE TO PURCHASE NEW KEYS THROUGH ONSITE MANAGEMENT?

Over the last few months I have had a few residents question why they have to purchase new keys through the on-site office. They feel that, as owners, they have the right to go directly to the locksmith and buy a key directly. Here are the reasons why that is not correct.

For security reasons the unit keys are “restricted keys”. This means that only registered entities can place an order for the key with the locksmith. In the case of Newstead Terraces, that is either Nicholas or myself.

As part of the management responsibilities in the management contract, an on-site manager is responsible for the secure storage of and accurate record keeping of the number of keys for each unit that are in circulation. Locksmiths have similar record keeping requirements attached to the production and issue of “restricted access” keys. This is to protect the security of residents in the building.

If a tenant was able to go to any locksmith and order more keys, at the end of the tenancy, the managing agent would not know how many keys have been issued and how many need to be collected. When the next tenant moves in they want to be secure and know that all keys are accounted for and no stranger still has access to their home.

Similarly, when you buy a unit and move in the sales agent gives you all the keys that are in circulation for your use. How do you know that you have been given all the keys? How can you be sure that previous owners/tenants don't still have a key or two and can help themselves to your home and contents? Because the onsite manager has kept a record of all keys issued and can confirm that you have all the keys currently in circulation.

When there have been a number of keys misplaced or missing (say for example five) does that compromise the building security? Yes, it does. That means there are five unaccounted for keys out in the community that could potentially provide access to strangers to our building. If you don't have the on-site manager keeping tabs on the keys issued, and knowing what has been lost, damaged or stolen, how can you offer a secure complex?

When a number of keys have been lost over time, the resident manager needs to report this to the Body Corporate committee as an incident report. The committee then decides whether it is necessary to rekey the entire building to protect the safety of the residents. This is a very expensive exercise for a complex of 61 apartments (potentially in excess of \$20 000), and should be avoided by taking steps to keep tabs on all keys. A diligent resident manager will have the keys and their issue closely monitored, and can advise the body corporate committee of any action required.

There are rumours in our complex of individuals whom have been able to buy a key directly from the locksmith. This is not true and a trip to the locksmith in person will prove it.

I hope that this helps you all understand the rules, regulations and reasons around key ordering and why you can't rock up to the locksmith in person and order a number of keys for your unit.

Please note that our locksmith is moving from their Newstead Location, and out to Nudgee. A postage fee of \$12.95 will now be added to the cost of new keys.

WELECOME TO OUR NEW CLEANER

Shahid has found a job closer to home which means he doesn't spend up to 2 hours on buses one way to get here. We wish him well in his new position.

We welcome Ricky (Sonam) who is a MBA student of Leadership in Australia for another four years. Two for the completion of his degree and two more for work experience. Ricky comes from Bhutan and aspires to a career in politics.

UBER EATS AND OTHER DELIVERIES TO THE COMPLEX- to the front door only.

Residents are reminded that they need to meet all deliveries at the front door of the complex. Uber eats, pizza delivery, Supermarket and parcel delivery staff are not permitted on the premises unless accompanied by the resident, and should be escorted off the premises by the resident.

There have been a number of instances where UBER eats delivery personal have been found roaming the complex, either lost or having a bit of a look around whilst they are onsite. This represents a potential security issue, and a breach of by laws 22.1.C and 37.

CONGRATULATIONS TO LAUREN LOWE – NOMINATION FOR TELSTRA BUSINESS WOMAN OF THE YEAR – QUEENSLAND

I am so proud to be able to tell you about the wonderful achievement of one of our own residents. Lauren Lowe (U35) made it to the final 6 for nomination for the Telstra Business Woman of the year Queensland. Lauren was one of thousands of nominations, and it is a really significant achievement to make it to the top 6.



Congratulations Lauren!

Lauren and her husband Aaron own and manage Future Fitouts.

