

Building Manager at The Guardian

105 Queen Street, Auckland 1010
www.theguardian.org.nz

Building Manager: 0276 77 1974 Email: manager@theguardian.org.nz

Hours: Monday — Friday 8am to 2pm or by appointment. After hours — genuine emergencies only: fees may apply.

Please only call or text after these hours if it is a genuine emergency or you need lockout assistance.

Compliance issues and building matters take priority so please be patient if you don't have an appointment booked.

Airbnb guests: access and entry to your booked apartments is the responsibility of your host, not the building manager.

After hours assistance: \$75 per call-out and \$60 per hour or part thereof.

LOCKOUT ASSISTANCE, NEW SWIPES AND MAILBOX LOCK SETS:

Lockout Policy and Charges: This policy applies to all resident owners and tenants of The Guardian building.

1. In the event of a key lockout during manager hours (8:00 AM to 2:00 PM), residents are required to contact the building manager on mobile number 0276771974.
2. If the building manager has a spare key for the respective apartment, he will proceed to unlock the apartment for the resident.
3. For security reasons, spare keys are kept off site nearby. Please allow up to half an hour in cases where the building manager can help with the spare key to let you in. The building manager is *not* a concierge, his principal role is to ensure the compliance, maintenance, safety and smooth running of the building. Assistance is provided around these duties so your patience is appreciated. It is strongly recommended you do not leave your apartment door unlocked at any time
4. If there is no spare key available with the building manager or the building manager is not on-site, residents may need to contact a locksmith at their own expense to gain access to their apartment. Reliable locksmiths are City Locksmiths on 09 524 0718; Auckland Locksmiths on 0800 856 257 and Smiths Locksmiths on 09 360 0350.
5. Each instance of key lockout during manager hours (8:00 AM to 2:00 PM) will not incur any call-out fee, provided a spare key is available in the spare key set.
6. If a key lockout occurs outside of manager hours, the \$80 call-out fee will be applicable regardless of the availability of a spare key. In after hours cases, please do not contact the building manager if you are unwilling to pay the call-out fee. Please understand that keys must be retrieved first in order to assist you.
7. The call-out fee for out-of-hours lockouts is payable at the time of lockout, assistance may be declined otherwise.
8. For new swipe tags please contact the building manager. New swipes are \$60 each. Mailbox sets cost \$160 (new lock and two new keys).

NB: The Guardian building does not operate on a master key system. Requests for "swiping in" will also incur the \$80 fee if requested after hours.

Responsibilities of Residents:

1. Residents are responsible for ensuring the safekeeping of their apartment keys and taking necessary precautions to prevent lockouts.
2. Residents should inform the building manager in the event of a key lockout or if a swipe tag is lost and should keep a note of the numeric code on their swipe tag
3. Residents must provide valid identification and proof of residency when requesting assistance with a key lockout if they are not known to the Building Manager.
4. Residents who frequently experience key lockouts are advised to obtain additional copies of their keys and keep them in a safe place.

Exceptions and Reviews:

In cases of emergency, where a resident's safety is at risk or immediate access is necessary, the building manager may waive the call-out fee.

Emergency situations will be determined at the discretion of the building manager. This policy will be periodically reviewed and updated as necessary to reflect changes in building management procedures and resident needs. By following this key lockout policy, we aim to ensure a secure and efficient process for gaining access to apartments while promoting responsible key management practices.

Staying Connected:

1. Residents' WhatsApp QR Code:



2. Residents' MyBos Building Management App QR Codes:
for Android



3. Guardian Instagram: [guardianbuilding_auckland](https://www.instagram.com/guardianbuilding_auckland)



OTHER IMPORTANT ASSISTANCE YOU MAY REQUIRE:

Electrician:

If you require an electrician please contact Baker Electrical (24 hours) on 0278 555 128. Baker Electrical have a long association with the building and know it well and have 24-hour swipe card access. **The building manager is not permitted to re-liven apartments in the case of outages.** Doing so compromises insurances and is non-negotiable so please do not request it. Apartments may not be re-livened, even by a registered electrician, when the resident is absent.

Plumber:

Heron Plumbing (0800 888 287), Water Tight (0800 426 444) and Water Works (09 846 4458) are all plumbers recommended by the building manager. As with the electrician, these plumbers know our building well and are acquainted with its characteristics. They are available (24 hours) Please contact either in case of a leak or flood or contact your property manager for any plumbers they may use. In the case of an emergency please check with your property manager about costs.

NB: Assistance after hours related to plumbing and electrical matters may also incur a call-out fee. Please contact the manager in an emergency.

Moving in, out, large items, spills and cleaning:

Please notify the building manager with at least two days' notice before moving in and out so that the appropriate arrangements can be made and the lifts are treated accordingly. Please notify the building manager if you spill something that you cannot clean yourself. Unattended spills and soiling will incur an emergency cleaning fee.

Please also bring any issue relating to the contact of these tradespeople to the attention of the building manager in a timely manner, and immediately in the case of an emergency. Tenants, please also contact your property manager.

A SUMMARY OF THE BUILDING RULES IS AVAILABLE IN THE MAIL ROOM ON LEVEL 2.