

Circular: 011

01 February 2023

Dear Residents,

EMERGENCY ACCESS TO UNITS.

In our ongoing efforts to ensure that you receive medical assistance and soon as possible, it is necessary for us to gain access into your unit when an emergency renders you unable to open your front door for emergency responders.

In order to gain access to units in such events, we keep keys for all units in our safe inside the safe room. This means that two set of access codes is required to get access to a unit. In the event of an emergency the duty manager will call the Village Manager or assistant Village manager to get the access codes for the safe door to gain access into the safe room as well as the access code for the key safe. Once this code has been given out to the duty managers it will be changed the following day.

I would like to remind residents that if they change the lock on their front door or put up a safety gate, to please ensure you provide Management with a spare key so that it can be put in the safe. It is also important that when you lock your door at night you ensure you remove the key from the door so that emergency access is possible from the outside with the emergency key.

During a medical emergency time is of the essence and the faster we can get the paramedics to the resident in need inside their unit, the better.

Warm Regards



Wilma Swart
Village Manager