



SONOMA APARTMENTS

1-11 Hunter Street, Waterloo
STRATA PLANS 69746 & 71241
P: (02) 8319 5820

E: management@sonomaapartments.com.au

ACCESS CARD/BUILDING DOOR KEY REQUEST FORM

Residents requiring an additional or replacement access card must complete this form, attach agent approval (if required), confirmation of fee payment in the form of a receipt from the Strata Manager or electronic banking receipt and email to building management at management@sonomaapartments.com.au . Residents will then be notified when their card is available to be collected.

CONDITIONS

- RESIDENTS REQUIRING ADDITIONAL ACCESS CARDS AND OR BUILDING DOOR KEYS MUST FIRST COMPLETE THE ACCESS CARD/BUILDING DOOR KEY REQUEST FORM.
- ALL SUPPORTING DOCUMENTATION MUST BE PROVIDED BEFORE THE CARD CAN BE ISSUED.
- A \$55 NON-REFUNDABLE FEE FOR ACCESS CARDS AND A \$20 NON-REFUNDABLE FEE FOR BUILDING DOOR KEY, IS PAYABLE FOR ALL LOST, DAMAGED, REPLACEMENTS CARDS/KEYS, CARDS OLDER THAN 12 MONTHS AND ADDITIONAL CARDS/KEYS.
- CARDS ISSUED HAVE A 12 MONTH WARRANTY, IF CARD IS FOUND TO BE FAULTY WITHIN THIS TIME MANAGEMENT WILL REPLACE FOR FREE.
- THE CARD & KEY FEE MUST BE PAID PRIOR TO COLLECTING THE CARD/KEY BY DEPOSITING FUNDS INTO THE OWNER'S CORPORATIONS BANK ACCOUNT:

SP71241 (Buildings A, B & F)

BSB: 182 222,
ACC#: 2427 51154,
NAME: STRATA SENSE PTY LTD ITF SP71241

SP69746 (Buildings C, D & E)

BSB: 124 367
ACC#: 2309 4799
NAME: STRATA CENTRAL PTY LTD ITF SP 69746

DETAILS: PLEASE INCLUDE YOUR APARTMENT NUMBER AS THE REFERENCE ALONG WITH THE LETTERS ESF (ELECTRONIC SECURITY FOB) AND BDK (BUILDING DOOR KEY). PLEASE ALSO EMAIL THE STRATA MANAGER AT INFO@STRATASENSE.COM.AU (SP71241 residents) and SARAH.SMITH@STRATACENTRAL.COM.AU (SP69746 residents) TO ADVISE THEM OF THE DEPOSIT FOR RECONCILIATION PURPOSES.

- RESIDENTS MUST HAVE THEIR DETAILS REGISTERED WITH BUILDING MANAGEMENT TO OBTAIN NEW OR REPLACEMENT CARDS/KEYS.
- TENANTS MUST HAVE AN AUTHORISATION LETTER OR EMAIL FROM THEIR MANAGING AGENT TO OBTAIN ADDITIONAL ACCESS CARDS/KEYS.
- IN THE INTEREST OF SECURITY AND TO PREVENT OVERCROWDING RESIDENTS ARE RESTRICTED IN THE NUMBER OF ACCESS CARDS/KEYS THEY ARE ALLOWED WITHOUT PRIOR APPROVAL FROM THE EXECUTIVE COMMITTEE. RESIDENTS MAY ALSO BE REQUIRED TO HAVE ALL THEIR ACCESS CARDS AUDITED PRIOR TO OBTAINING AN ADDITIONAL CARD.
- IF YOUR ACCESS CARD IS LOST OR STOLEN YOU WILL NOTIFY BUILDING MANAGEMENT IMMEDIATELY SO THAT THE CARD CAN BE CANCELLED.

DATE:	APARTMENT NO:	BUILDING:
NAME:	CONTACT NO:	EMAIL:

Is this a new or replacement access card and or Building Door Key?

If a replacement card/key, what happened to your previous card/key?





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(Please note: If your card has been lost you must bring to the office all cards issued so that the lost card can be identified and cancelled)

If a new card/key, please state the reason for requiring an additional cardkey?

(Please note: There are restrictions on the number of access cards available to residents (2xBed/Agent/Office/Spare))

Are you the owner of the property or tenant?

If tenant, please provide your agents details:

(Please note: Tenants requesting an additional access card must provide an email from their managing agent authorising the additional card)

If tenant, has your agent provided an authorisation email or letter?

Resident Agreement: By ticking this box , I confirm that I am a current resident of Sonoma Apartments and agree to the conditions outlined above.

Staff Only

- 1) Create task in BMS, assign to Access Card Request under the apartment number.
- 2) Confirm identity of applicant. Resident must be registered in system. Add confirmation note to task.
- 3) Confirm agent authority if tenant for new cards only. Add confirmation note to task.
- 4) Check card issued is within limits. Add confirmation note to task.
- 5) Audit or cancel lost cards. Add confirmation note to task.
- 6) Advise Locksmith or Strata of application form, cc applicant. Add confirmation note to task.
- 7) Confirm payment of access card. Add confirmation note to task.
- 8) Update access card register. Add confirmation note to task.
- 9) Provide resident with new access card. Add confirmation note to task.
- 10) Close task.

