



## Forgotten, Lost or Stolen Key/Fob/Remote Procedures

### KEYS

In case of a forgotten or lost apartment door key, the resident will need to contact their own locksmith or A1 Locksmiths, to assist in regaining access to their apartment. A1 Locksmiths is the preferred supplier at Vantage for all building-related locks and keys, and they have been given permission to use the contractor keys for access into the building. The keys to each of the apartments are individual and no-one (including the Building Manager) has a master-key to all apartments.

The A1 Locksmiths contact details are as follows:

*Email:* [admin@a1locksmiths.com.au](mailto:admin@a1locksmiths.com.au)

*Phone:* (08) 93702943

Please note that A1 Locksmiths are also able to change your lock to a keypad style lock, if you prefer.

### FOBS & REMOTES

If fobs or remotes are forgotten or lost, residents can contact the Building Manager during his duty hours (between 7:00am and 2:00pm) for advice and to gain access to the building, their floor, common areas and the car park. After duty hours, we advise that A1 locksmiths be contacted because other locksmiths will not be given after-hours access, unless a person from your floor is willing to assist and takes the responsibility.

### GENERAL

It is recommended that residents keep a spare key, fob and/or remote with another resident or a trusted friend who resides nearby.

Stolen or lost keys, fobs or remotes should be reported immediately to the Building Manager.

Replacement keys, fobs and remotes can be requested, using the standard Key/Fob/Remote Order Form (refer to Useful Documents page on the Vantage residents website), and will need to be purchased from the Strata Manager.