



PADDINGTON PLACE VEHICLE GATE (REMOTE)

Email / notification for residents / owners / managers requesting attendance for vehicle gate remote controls not working.

When requesting a call for a 'vehicle gate' or 'remote control' issue, you will be asked to verify:

Regarding the vehicle gate:

- Please initially check the Paddington Place Facebook page for notification of outages or service updates.
- Post on the Paddington Place Facebook Page that you are having issues with the gate (advising which Gate, Carr or Fitzgerald St) and ask if anyone else is experiencing this.
- Make Contact with All Strata Management Services and Advise your name and Unit Number.
- When posting on Facebook page and or contacting All Strata Management Services please confirm Is the power/electricity on in the rest of the complex?
- When posting on Facebook page and or contacting All Strata Management Services advise if other people able to operate gate with their remote?
- When Posting on Facebook page and or contacting All Strata Management Services confirm if you have you tried placing the remote control right up close to the gate motor? And if the gate then operates?
- When posting on Facebook page and or contacting All Strata Management Services confirm if the gate has been hit by a vehicle, damaged or knocked off its track?

Regarding your remote control:

- Unit number: ANSWER: _____
- When was the battery last changed? ANSWER: _____
- Does the battery require changing? ANSWER: _____
- Was your remote working on the particular gate previously? ANSWER: _____
- When did it stop working? ANSWER: _____
- Do you know why it stopped working? ANSWER: _____
- Does it require replacing? (damaged, water ingress, wear and tear). ANSWER: _____
- Is it a remote issued to you by ASMS or is it one purchased privately. ANSWER: _____
- If purchased privately, where was it purchased from? ANSWER: _____
- What brand / type is the remote? ANSWER: _____
- Is it still under warranty? ANSWER: _____

Reason for these questions:

To mitigate:

1. Callout fees and avoidable service costs for vehicle gate remote control issues.
2. The need for you to be on-charged the costs of the service (if it is not a common property/vehicle gate equipment issue)

Before Paddington Place or All Strata Management Services will request a service technician to attend to a remote control issue (costs start at \$150, can extend to several \$100's depending on the urgency of the call-out and the time / date and time spent driving to and attending site.)