



CORPORATION 20415

NOTICE TO OWNERS & RESIDENTS - BUILDING & PARCEL SECURITY

As you are aware, we have experienced a number of security incidents in the building, the latest being the theft of 2 parcels from the top of the letterboxes.

The safety of our building and the security of your personal deliveries are a shared responsibility. With the increase in parcel deliveries and opportunistic thefts, we ask all occupants to remain vigilant and follow the guidelines below.

Building Security

- **No Tailgating**
 - Be vigilant to prevent strangers to follow you into the building.
 - In the after-hours particularly, wait around while the door closes behind you.
 - Each person should use their own access card, or be admitted by security/intercom, do not use your card to swipe someone access into the building.
- **Be Aware of Your Surroundings**
 - Look around and behind you before entering or exiting.
 - If someone unfamiliar is trying to enter, ask them to use the intercom or call the building caretaker, Greg Powel on 04214 109.
- **Doors & Gates**
 - Do not prop open entry doors, car park gates, or fire doors.
 - Ensure all doors and gates close fully behind you.
- **Suspicious Activity**
 - Report loitering or unusual behaviour to the building caretaker, Greg Powel on 0402 214 109 immediately.
 - If urgent, please call the local police on 131 444.

Parcel Security

- **Collect Parcels Promptly**
 - Retrieve your deliveries as soon as possible after receiving a delivery notification.

- Parcels left for long periods in lobbies or mailrooms (particularly after 5pm are more likely to be stolen).
- **Delivery Options**
 - **Parcel Lockers:** Australia Post Parcel Lockers or courier lockers (where available) are the safest option.
 - **Click & Collect:** Consider having purchases sent to a store for pickup.
 - **Neighbour or Colleague:** Arrange for someone you trust to accept or collect your delivery if you will not be home.
- **Safe Delivery Instructions**
 - Avoid asking couriers to “leave at the door” or in unsecured common areas.
 - Where possible, request **signature-on-delivery** - especially for high-value items.
 - Use “deliver to post office” or “deliver to parcel collection point” options if available.
- **Beware of “Leave Parcel” Option**
 - Only select this if you are certain you will be home.
 - Unattended parcels in lobbies, foyers, or doorsteps are a major target for theft.
 - Consider having your parcels delivered to a parcel box.
 - Parcels left in common areas are the responsibility of the recipient.
- **Large or Bulky Items**
 - Where possible, schedule delivery for when you are home.
 - Ask couriers to contact you on arrival rather than leaving items unsecured.

Personal Safety & Community Responsibility

- **Challenge Politely**
 - If someone unfamiliar attempts to enter behind you, kindly ask them to use the intercom or show their access pass.
- **Help Each Other**
 - If you see a neighbour’s parcel left unattended, let them know immediately.
 - Consider forming a parcel buddy system with neighbours to collect items when one is away.
- **Stay Informed**
 - Subscribe to building updates from building management.
 - Share security concerns with building management so improvements can be made – this can be done via the RITZ 88 website.

Working Together

By taking small steps - collecting parcels quickly, refusing entry to unknown persons (when you feel safe to do so), and choosing secure delivery options - we can all help maintain a safe and secure environment for everyone in the building.

Thank you for your cooperation and vigilance.

Sincerely,
Management Committee