



Dear Residents

20 March 2020

Update No.3 on COVID-19 Precautions

In this rapidly changing world, the Strata Committee is following sometimes confusing government guidelines about how we should be responding to particular issues that are impacting us on The Pier. The information below is based on the NSW Government [COVID-19 Quarantine Order \(March 16\)](#) and the NSW Health Department's [Self-Isolation Guidelines \(also dated March 16\)](#).

Self-Isolation

We have a number of residents who, as returning travellers, are required to be self-isolating.

- If this applies to you, you should stay in your own apartment unless you need to obtain medical care or medical supplies, or in an emergency. If you do need to leave your apartment you need to wear a surgical mask while crossing all common areas, walk quickly through common areas, avoid contact with others as much as possible. Note that common areas include the lifts, the carpark and garbage rooms, the boardwalk as well as the foyers.
- To help with some of these new rules, we suggest that you don't enter the lift if someone else is in it, and that you use clean single-use tissues to touch lift pads, door handles etc.
- Note that one situation that has arisen is that a number of people self-isolating have been leaving their apartments and "going for a walk" outside The Pier. The NSW Health requirements on this issue have changed in the course of this week. Early in the week, they allowed a self-isolator to go for a walk, provided the person was well and other people were not around. However, the current NSW Health Self-Isolation orders issued on March 16 2020 have removed the "going for a walk" criteria.
- We also ask all self-isolators that, if you do need to leave your apartment for one of the allowable and valid reasons, you notify the Concierge beforehand. This is so the Concierge can reassure other residents who notice and ring with their concerns. Hopefully this will short circuit making reports to the police in circumstances where the resident was entitled to leave their apartment.

Increasing our COVID-19 Precautions at The Pier

We have a large number of residents in the "at risk" categories. Below are some of the further changes we've made this week, and in the coming days we expect there will be more. Keep an eye out for them. If we all work together for the common good, we hope we can mitigate the worst effects of this virus.

Gym

It's uncertain how much longer gyms will be allowed to stay open. However, right now they are allowed to operate provided social distancing is maintained. In order to achieve the required 1.5m spacing we have turned off a number of the machines against the window. Please note that social distancing requirements also apply to personal trainers and their clients and their relative distance to any other resident in the gym at the same time.



Pool

We understand pools have been allowed to stay open as the chlorine in the water is considered to make them safe. We've been reviewing chlorine levels to make sure this is the case in our pool. We traditionally maintain the pool at 28C and the spa at 38C. However, once water temperature is above 27C, chlorine starts to become unstable and "burn off" at exponential rates meaning we have had to consistently add extra chlorine (up to 50% more) to stabilise the level. In the present circumstances we've reduced the pool and spa temperature to 26C to allow more stable chlorine levels and manage our stores of chlorine.

Sauna

Please maintain social distancing of 1.5 metres and ensure you bring a towel to sit or lie on.

The Glass Doors from Carpark into each Residential Lobby

These doors will be left open, to remove one hand touchpoint. As residents and visitors will still require to use a fob to call the lift our security measure remains.

We considered opening the doors to the Garbage Rooms for the same reason but were not able to do so as they are fire control doors.

Supporting our Local Restaurants

The restaurants and coffee shops in our Precinct are having a very difficult time. We are talking to them about developing some packaged meals that could be delivered to The Pier. Bar Cycle and Ventuno already have packages available. There are increasing food deliveries coming to The Pier and it would be terrific if more of those could come from local restaurants. This could help them survive. We will advise more as these discussions progress.

Regards

Strata Committee.
