



30 November 2020

Dear Residents

COVID UPDATE # 12 – Further easing and modification of restrictions

We've been monitoring the gradual easing of restrictions announced by the NSW Government and believe it's appropriate to relax some restrictions put in place when risks were higher. We continue to be guided by the same principles we've used throughout COVID-19:

- Taking a cautious approach by following government health mandates including enhanced hygiene and social distancing practices and determining how best they apply in The Pier circumstances.
- Acting in a manner that allows us to maintain a safe and healthy environment on The Pier and doesn't put others at risk. We have a large number of residents in the high risk category.

Updated procedures for home food deliveries

With the careful easing of restrictions in NSW, we believe it's now appropriate to allow UberEats and similar restaurant/cafe deliveries to be taken right to your door, instead of leaving them for your collection at the Concierge. Food delivery people will be asked to:

- hand sanitise before leaving the concierge area
- wait until the lift is empty before using it
- move directly and quickly to the expecting apartment, then leave The Pier's premises quickly

Concierge will not deliver home food deliveries, unless an individual is self-isolating, in which case the Concierge will deliver to the apartment door as per current practice.

Pool use

As before (with minor changes about using the showers):

- Only Pier residents (plus instructors as previously outlined) are allowed to use pool, spa and sauna.
- Shower before using to the pool, spa or sauna (either at home with soap or at the pool using liquid soap supplied). While the showers at pool level are now re-opened, you may decide that it is more prudent to use your shower at home.
- sign in, using QR code or the book.
- Use the hand sanitiser near the doors
- Physical distancing - stay 1.5m apart.
- Once finished swimming/exercising, please leave the area immediately.
- Limit your time in the pool area to 30 minutes, to allow equitable use by all residents.



Booking swimming instructors

We have at times experienced a practical difficulty in regard to swim instructors. The instructor needs to be booked some time in advance, but with the pool only able to accommodate two lanes at any one time, sometimes both pool lanes are occupied at the time when the lesson is booked for.

Swim instructors are only being used by residents on one or two occasions a week, so to overcome this practical difficulty, we are allowing residents to book **one** of the two lanes of the pool for their lesson at least 48 hours in advance. The times that are booked will be displayed in advance on the pool area next to the check-in point and will be available from the Concierge.

There will always be one half of the pool not booked, but, as at present, there may be someone swimming in that section when you arrive. Could you please respect the booking of the residents and their instructors.

Gym Use

There are no changes to the gym usage rules. They are essentially driven by the “4 sqm per person rule” and there is no change to that rule by the Government.

Doors to carpark lift lobbies

During the height of the COVID outbreak we unlocked the carpark doors as a means of removing points of contact. As restrictions eased, we took the step to return these doors to their locked position on June 12th, 2020. With the warmer weather here, it’s important that the doors to carpark lift lobbies are kept shut. This allows the air-conditioning to be effective in all lobbies and doesn’t waste energy trying to air-condition the entire carpark.

Christmas and NYE Activities

The NSW government has announced new rules that will apply over Christmas and New Year’s Eve (30 people indoors, 50 if you’re using an outdoor space), but as yet there is no definition of an outdoor space and whether apartment balconies are considered an outdoor space.

The Strata Community Association is seeking clarity on this. We’ll issue a further update once these details have been confirmed.

Useful information

To help all of us stay across the latest information, here’s a useful link—<https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules>

We share a responsibility in contributing to a safe environment for us all and we thank you all for your willing cooperation over the last nine months.

The Pier Strata Committee