



8 December 2016

All Residents

PARCEL LOCKER FACILITY FOR RESIDENTS

We are pleased to introduce you that a parcel locker facility is on site for your usage where you may utilize it to minimize inconvenience of rearranging your delivery if you are not home.

LOCATION - Outside Management Office, Level 1. Usage base on first-come-first served.

What is the procedure to use the Parcel Locker Facility?

- All lockers are locked up and controlled by Management Office / Security (after office hours)
- Deliveryman to report to Security of the unit no and record down locker number issued for movement record.
- **Strictly NO FOOD / DRINKS**, (regardless of any type) for this locker facility.
- Mgt/Security unlock locker for Deliveryman to store items.
- Deliveryman reset a new passcode and will send to resident directly. Mgt/Security will NOT have the new passcode.
- Resident collect item from the locker with the passcode from deliveryman.
- Resident to leave locker OPEN after collection and to inform Security for clearance check after collection to ensure item is collected and locker is emptied for next use.
- Security to lock up locker for next use.

*** If Resident forget / lost passcode by the deliveryman, proof of delivery advice must be provided to the Management and so to verify and override the locker by using MASTER KEY on the next working day. Security is NOT authorized to unlock the locker or override the system.*

To prevent abusive use of the locker,

- Resident is to collect items **within 48 hours** (2 days) from delivery of items based on locker movement record &/or point of delivery. Else, items will be removed from locker and passcode reset.
- *Holding Time: After 48 hours (2 days), collection of items will only be available at the Management office during working hours. A S\$5.00 administrative fee + GST will be charged per working day, capped at S\$25.00 + GST. Items not collected within 168 hrs (7th day from point of delivery) will be discarded by the Mgt without further notice.*

Disclaimer

The Management will not be held responsible for any 3rd party liability, including but not limited to all damages/loss of contents/non delivery; whatsoever for the provision of the parcel locker service, including holding time by the Mgt. All deliveries transactions are solely between the deliveryman and Resident.

