Mutual Heights: Visitor access arrangements

Residents (tenants and owners) must ensure that they are registered on the "Mercom" system, which manages access to the building. The system lists residents by name and apartment number, and includes telephone number that you must provide, by which you can be contacted in the event of a visitor arriving.

If in doubt about your status on the Mercom system, call in at the management office on the mezzanine floor and they will assist you.

Visitors can gain access to the building via **Reception**, via the **Parliament Street** pedestrian entrance, or via the **Link bridge** to the adjoining car park.

Reception

Visitors arriving at reception must ask the security attendant to contact the tenant or owner via the Mercom system. If the tenant or owner acknowledges the visitor, the visitor signs the register and proceeds to the apartment. If nobody answers, security informs visitor that nobody is home and the visitor must leave the premises.

Note that the main front door is secured during the "quiet" hours, and visitor access will not be possible under any circumstances when the doors are closed.

Parliament Street

Visitors arriving at the pedestrian entrance in Parliament Street can either dial the apartment number using the number buttons, or scroll using the up and down arrows to look for the name (names are listed in alphabetical order).

For example, if you are in apartment 801, your visitor can either:

- Key "801" on the keypad and press the little bell button. After a couple of seconds the call should go through to the telephone number you have nominated. You have 30 seconds to talk, so make it short and to the point.
- Scrolling for your name using the up and down arrows. When they find it, they must press the bell button and the call will go through.

If all is as expected, the resident can press "8888" on their phone and the door will be enabled – it must be pulled to open it. Visitors only have a couple of seconds, so tell them to make it quick, and to make sure that no one "tail-gates".

If a suspicious person is seen hanging around the door, security can be called via the intercom (next to the Mercom panel).

Link bridge

The same procedure applies as for the Parliament Street pedestrian entrance, except that when the resident buzzes the visitor in, they must *push* the door open, not pull.