

27 January 2017

Important circular to residents

As a result of the severe thunder and lightning storm last Friday, we had severe telephone system damage. An assessment of the Village was carried out yesterday by a specialist lightning protection consulting firm and we will be taking remedial action based on their full report.

A potential weak point has been identified relating to the telephone system, which will be remedied as a matter of urgency. However until the remedy is in place, it is felt that a manual interim measures may be implemented to reduce the risk of further damage. These measures include:

- The cable connecting the telephone system to the mast used to link the Village to the rest of the world will be manually disconnected when a storm is seen approaching.
- Once the storm has passed the line will be connected again.
- If the storm occurs during office hours, SMS's will be sent advising residents of the disconnection/reconnection.

Removing this cable will have the following effect:

1. Disconnecting ORV from the outside world – no incoming or outgoing phone calls or internet connection.
2. Internal lines will still work.

Important things to understand when these measures are actioned:

- This will not affect the Panic Button system and will not affect cell phone signals.
- Frail Care and Security have alternative methods of communication externally in case of emergency (ambulance, armed response, police etc.). They will be specifically notified whenever the cable is removed.

The current situation is due to the severe storm on Friday, 20th January which resulted in the whole telephone system being severely damaged. Office Talk have been working on the phones and they have some lines working. The rest of the damaged equipment has been sent to Samsung to see if they can be repaired. Once we receive those cards back all the phone lines will be working.

We apologise for the delay but the phones will most properly only be in working order by end of next week.”

Kind regards
Tracy-Lynne Daling
General Manager

