

Power Outage Protocol

Purpose

This protocol has been developed to provide residents of the residential complex, together with the Board and the Technical Committee, with clear instructions on how to act quickly and effectively in the event of a power outage. The aim is to ensure the safety of residents and to maintain oversight, particularly during prolonged power outages (lasting more than a few hours).

This protocol focuses on the facilities and installations that are specifically available within our residential complex, but is limited to the common areas and shared installations. Residents remain responsible for their own emergency preparedness.

This protocol will be reviewed periodically and updated where necessary. Suggestions for improvement are always welcome.

The protocol is managed by the VvE Board and can be requested via waterlelieszuilen@gmail.com.

The Board recommends that all residents keep a printed copy of this protocol.

A. Emergency Contact Information

Board Members

- **Erik Hegeman**
Gerhardstraat 26
Tel. 06 83339589
- **Adrie de Heus**
Norbruislaan 148
Tel. 06 48768774
- **Peter Putker**
Gerhardstraat 50
Tel. 06 51191701

Technical Committee

- **Pieter Schagen**
Gerhardstraat 48
Tel. 06 37334520

Utility Company

- **Stedin – Power Outage Service**
Tel. 0800 9009

B. Short-term power outage

1. Passenger elevators

In the event of a short-term power outage, it is important to check the passenger elevators, as people can get trapped inside. It's a good idea for multiple people to check the elevators immediately after the power goes out; after all, it's not a given that, for example, board members are at home when the outage occurs.

Action: check elevators for trapped people (Board or others)

If Someone Is Trapped in the Elevator

If it is confirmed that someone is trapped in the elevator:

1. Call the elevator emergency number:
0800 365 5555
2. If there is no answer or the elevator company cannot be reached, contact the fire brigade by calling **112** and report that a person is trapped in the elevator.

Emergency Lighting

During a power outage, the emergency lighting throughout the building will automatically switch on. Please note, however, that during a prolonged power outage the emergency lighting operates on battery power and may eventually become depleted. Residents should therefore be aware that the building may become completely dark if the outage continues for an extended period.

C . Longterm power outage

1. Water Supply

In the technical room, a booster pump is installed that ensures constant and adequate water pressure in the building. In case of a power outage, this doesn't work, and the water pressure, especially on the higher floors, will quickly drop or even disappear.

There is a water tap in the work cabinets near the garage exits on both Gerhardstraat and Norbruislaan. The two service cabinets will be unlocked in case of a prolonged power outage, so that a water tap is available for residents and can, for example, be carried upstairs with buckets or bottles. One of the board members or the technical committee can open the work cabinets.

Action: unlock the doors of the work cabinets (Board or TC)

If the external water supply is interrupted entirely (for example as a result of severe grid failures or a long-lasting regional outage), the above solution will not be effective. In such circumstances, residents are advised to use their own emergency water supply and to limit water consumption to an absolute minimum.

The shared installations of the Owners' Association (VvE) do not require additional water supplies.

2. Parking Garage

The parking garage cannot be operated without electricity. As a result, some parked vehicles may not be accessible.

Accessible vehicles can be used safely. Please note, however, that the speed gate will also be out of service.

The fire alarm system, gas detection system and the mechanical ventilation system in the parking garage will not function during the power outage. Avoid unnecessary time spent in the garage and ensure that vehicle exhaust gases cannot accumulate.

Residents are advised to leave vehicles parked outside the garage for as long as the power outage continues.

3. Speed Gate

The speed gate as well as the bike gate does not operate without electricity. Vehicles cannot enter or leave the premises while the gate is out of service.

During a prolonged power outage, the gate can be opened manually. Depending on the nature of the outage, it may be decided to leave the speed gate open for several hours.

The open gate must be supervised where necessary.

Members of the Board and the Technical Committee have access to the operating instructions for manually opening the speed gate.

Action: Unlock the speedgate if necessary and communicate timings (Board and TC)

Action: Organize security when unlocking the speedgate (Board and TC)

4. Automatic access doors and intercom

In a power outage, the automatic access doors do not work. This concerns the two exterior doors, two garage doors, and the bike door next to the speedgate. The two exterior doors can still be opened from the inside or from the outside with the 'old' keys. The garage doors can be pushed open.

The intercom system also does not work without power. It is not possible to open exterior doors from the apartments for visitors. Visitors will need to be asked to call on their mobile phones – assuming there is mobile reception – so that the door can be opened from the inside. The doorbells at the apartments also won't work, so people will need to knock.

Do not leave doors unattended open.

Action: hang a notice on the doors that the intercom is not working and visitors must call (Board)

Action: let visitors in manually (everyone)

5. Garage ventilation

In a power outage, the installations for ventilation and for CO/LPG detection in the garage will not be working. This causes the air quality to deteriorate more quickly, and high concentrations of harmful substances may also go undetected. This poses a health risk.

Action: avoid unnecessary exhaust emissions in the parking garage (everyone)

C. Communication during a power outage

Residents who want to exchange information, meet up, and/or ask for or offer help are asked to report to or gather in the parking garage. If necessary, paper, handwritten notices will be used, posted on the notice boards at both side exits of the building. Residents in need of help - for example, those living alone and dependent on an elevator - are asked to inform the management of their need for assistance so contact can be maintained with them.

Action: report any need for assistance to the management as soon as possible, so that in the event of a power outage action can be taken.