

Subject: FW: Altair Sliding Balcony Doors

Altair Sliding Balcony Doors

From time to time we have received complaints regarding a 'whistling' phenomenon from the balcony sliding doors, particularly on the south side of Altair.

In November 2020 we commissioned Timber and Glass to investigate the issue. Timber and Glass have carried out extensive works on all balconies and balcony doors in Altair including addressing the original defects program in 2010.

Timber and Glass produced a report based on their extensive knowledge of glazing and Altair balconies; and following inspection of two apartments who had complained of the 'whistling'.

This report has been reviewed and accepted by the Strata Committee and is posted to the Altair website. Altair Building Management have had further discussions with Timber and Glass following receipt of the report to reinforce our understanding of this issue. In summary Timber and Glass believe that:

- a. The doors are fit for purpose. The Report states – "they are amongst the highest rated for sliding doors in the Sydney region"
- b. The doors have been installed as designed
- c. The doors are not defective.
- d. There are limited actions which could be taken regarding the 'whistling' which are unlikely to eliminate this effect. The Report states – "There is no workable solution to sealing all the air gaps in the doors"

Timber and Glass offered to undertake an 'experimental' procedure which they suggested might reduce the noise but was unlikely to eliminate it. One apartment accepted the offer which they advise reduced the noise ("quite a bit") but did not eliminate the whistling. The other apartment declined to participate in the experiment.

As a result of further complaints Altair commissioned MICOS, the original manufacturers of the doors, to visit and inspect the doors of two apartments in May 2022. One of these apartments had previously declined to participate in the Timber and Glass experiment.

Following inspection, minor works were carried out, such as resetting sub heads and adding some silicon seal.

One apartment had previously suffered broken door handles which had been replaced with an alternate handle model as MICOS were unable to provide standard replacement handles at that time. MICOS advise that they may

have located some standard handles and will come back to us re availability. Notwithstanding these maintenance works MICOS have advised “ We believe the doors are fit for purpose & fitted correctly”

It would appear that

1. The ‘whistling’ phenomenon is not a result of defects in either the design or installation of the sliding balcony doors.
2. There is no clear solution to the ‘whistling’ phenomenon.
3. The ‘whistling’ phenomenon appears to be a factor of the extremely strong winds experienced by the building in certain weather conditions.
4. This phenomenon may be exacerbated by the fixed open louvres on each level letting air into each lift foyer as part of Altair’s crossflow ventilation, but these cannot be closed as that has been proven to impact on the fire safety of the emergency stairwells.
5. There are no further actions that the SC and or OC can reasonably take regarding eliminating the ‘whistling’ noise

Owners should note that the doors are common property. Should an owner wish to conduct any works on the doors (to perhaps attempt to reduce or eliminate the ‘whistling’) then this would require express permission from the Building Manager on behalf of the Strata Committee

Francis Management on behalf of Altair SP64622