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Security Update Report

Project Iris

24 January 2020, version 2

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EXECUTIVE SUMMARY

1. Introduction.
 - a. A security review was conducted in March 2018. Since then, the Board of the ManCo have implemented many of the recommendations. A further site meeting took place on Monday 20 January 2020 to evaluate the current situation with CK, HB and HM.
 - b. However, there have been further break-ins, burglaries and attempted burglaries into apartments and the communal areas. It has been reported that those apartments that have been broken into did not have an intruder alarm; and the occasion with one apartment that did, the alarm went off and the burglars left immediately (reviewed on CCTV). Some apartments have subsequently installed intruder alarms.
 - c. There have been attempted break-ins into the communal areas. However, since security measures have been installed, the intruders were unsuccessful.
2. Aim. The aim of the meeting was to check the measures that had been implemented and assess what further security measures are required and recommended.
3. Threats & Incidents. The main threat identified is burglary; for those incidents see paragraph 1.
4. Vulnerabilities:
 - a. Ground floor apartments.
 - b. Balconies.
 - c. Window panes.
 - d. Front and rear doors on the ground floor and basement.
 - e. Hedges and over grown areas of the gardens.
5. Aims:
 - a. Deterrence measures against the identified threat.
 - b. Mitigate against burglary creating a safer area for residents.
 - c. Ability to provide security agencies archived evidence for follow up investigation.
 - d. Create systems to trigger potential incidents prior to them occurring or becoming worse.
 - e. Ensure the estate is compliant with law and legislation.

MITIGATING MEASURES

6. Types of Security Measures. The four main ways to mitigate threats are by:
 - a. Physical Measures. Physical measures deter and prevent incidents from occurring. These include: fences, barriers, walls, locks, doors, windows, bollards, etc.
 - b. Electronic Measures. Electronic devices alert personnel that an incident has occurred. These include: CCTV, intruder alarm, access control, fire detection, etc.
 - c. Manpower. Manpower resources support the other measures in deterring an incident, detecting when an incident has occurred and positioned to react immediately to mitigate any further effects. Manpower resources include: internal staff (management, dedicated security personnel, other staff, response personnel), on-site residents, and external organisations (emergency services).
 - d. Procedures. Procedures in place to apprehend an intruder, manage a medical incident or deal with a fire once one of the above measures has been triggered. These include procedures in the event of: security breach, fire/salvage, medical, emergency lock-down, etc.

7. Proactive Measures and Reactive Measures. The recommendations cover a security solution that has proactive and reactive measures – that is, proactive measures deter and detect potential incidents, and reactive measures capture evidence for follow up investigation.

AUDIT & RECOMMENDATIONS

8. Overall Security.

a. The building has reasonable levels of security expected of a residential building of this nature. Each block has an audio intercom system as a control measure, with now enhanced toughened glass to reduce the likelihood breaking the glass. Bars have been placed over basement windows, and the CCTV cameras provide a level of deterrence as well as the ability to review incidents.

b. Security will be enhanced again when the measures recommended below are implemented including improvements to the boundary fence-line.

c. However, it is each apartment's responsibility to ensure that there are sufficient security measures in place to protect their own property. This includes an intruder alarm, strong entrance doors and windows with associated locks.

d. There are three entrances to the property: a) vehicles from the main road, b) pedestrian from the main road, and c) pedestrian gate from the Heath. Now that the pedestrian gate from the Heath has a mortice lock, it reduces the opportunity to use the premises as a cut through to/between the Heath and the main road. To improve the overall security to the next level, the Board would need to consider making the development a gated community.

9. Apartments. This is the most important aspect to focus on. The better the security of individual flats will ensure the better the security of the development as a whole, becoming less attractive to potential intruders.

a. Observation. Many apartments have now installed an alarm system. However, there are some apartments that are not alarmed.

b. Recommendations. As mentioned above in paragraph 8c, it is strongly advised that each owner installs an intruder alarm system, and ensures that the entrance doors and windows are robust with effective locks to prevent easy access for an intruder. Apartments with balconies need to ensure that their French windows are sturdy too.

10. Intercom.

a. Questions. It was asked whether by replacing the current audio intercom with a video intercom would stop residents from opening the front door to tradesmen dropping off neighbours parcels. It was also asked about the security around the tradesmen bell function (open 0700-1200 daily).

b. Advice.

(1) Intercom. The issue concerning some residents opening the communal front door to tradesmen would not really be remedied by changing from the audio to a video intercom system. While seeing a video image of the person at the other end, moving to a video intercom is not likely to change this habit. So the expense in moving to a video intercom system is a nice-to-have rather than solving the current issue.

(a) NB: before moving to a video intercom system, check the current wiring of the audio system is compatible with video intercom systems; otherwise the whole wiring would need to be replaced adding additional costs. It is understood that the existing wiring does not support video function (re HB/HM email 23 Jan 20).

(2) Tradesmen Bell. As above. The incidents of burglaries have not been between the hours when this function works (0700-1200). It probably provides greater value to residents

having deliveries right to the apartment front door of milk, post and parcels, etc.
 Recommendation is to review again when incidents occur when this feature is on.

11. Basement Windows.

- a. Observation. The basement windows have had metal bars installed to prevent intruders gaining access, however, a small person could still squeeze through some of the bars.
- b. Recommendations. Install an additional two horizontal bars over each of the windows (one window was fine), thereby reducing the size of aperture.

12. Window Retainers.

- a. Question. There are window retainers on windows as far up as the first floor. It was asked if the window retainers should be installed on the second and third floors.
- b. Recommendations. Considering a break-in that occurred two years ago onto the second floor balcony, it would be prudent and is recommended to install window retainers on all communal windows. It would also be advisable for residents to do the same on their own apartment windows. The newly installed retainers allow ventilation while being small enough to prevent access. Also ensure that none of the retainers has a key left in it and the keys stored safely.

13. Internal Basement Doors.

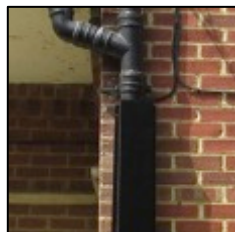
- a. Observation. Each of the hallways to basement doors have had an additional mortice lock installed. However, one of the doors was left unlocked (no doubt in error).
- b. Recommendations. Ensure that the doors are always locked when leaving.

14. Key Safe. Installed.

15. Glass in the Front and Rear Entrance Doors. Toughened glass installed.

16. Drain Pipes.

- a. Observation. There are three drainpipes that are vulnerable to being climbed up.
- b. Recommendations.
 - (1) Anti Climb Covers or Anti Climb Spikes. Install anti-climb covers or spikes on the drain pipes (where possible). These should be positioned no higher than the first floor balcony floor. Once installed, these will last many years.



Anti Climb Cover



Anti Climb Spikes



Anti Climb Paint

(2) Anti Climb Paint. The police recommended to the Board recently to use anti-climb paint. It is relatively inexpensive, but has varying degrees of effectiveness. Anti-climb paint is thick and oily in consistency, similar to petroleum jelly, designed to make walls, fences and other surfaces slippery and hard to climb. However, it did not deter an intruder on a previous break-in attempt who left an oily mess; it also needs to be applied every three years which is additional maintenance to remember, and manufacturers recommend erecting signs which is not attractive on a residential building.

17. Pedestrian Gate by the Road.

- a. Comments. Anyone can walk through the gate day and night.
- b. Recommendations. Install a double sided push-button lock, manual (not electronic). The image below is a simple 5 push-button lock – the advantage of a simple design lock is that the code is easy to remember and use. The aim is to prevent intruders while simple enough for residents, visitors, deliveries, and other rights of way users, etc, to use. Also, the boundary with the neighbouring property would need to be enhanced (either improving the fence-line boundary, or they themselves installing a similar lock).

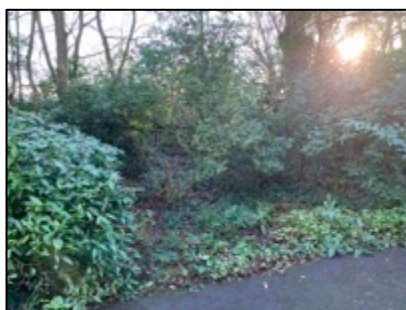


18. Garden Gate to Heath.

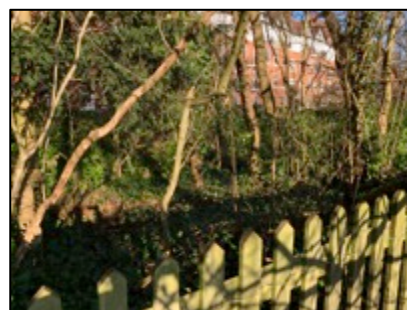
- a. Observation. The garden gate now has a mortice lock. This was found unlocked. It was explained that this is unusual as residents are now far more vigilant and do normally lock the gate.
- b. Recommendations. Make sure all residents aware to lock the gate each time.



Gate to Heath



Undergrowth BM side



Undergrowth Heath side

19. Gardens.

- a. Comment. One of the vulnerable aspects of the development is the boundary with the Heath. It is still very easy for an intruder to climb over the waist high fence, gain access into the development, and remain hidden in the foliage and undergrowth for protracted periods of time (see above photos). It was reported that on reviewing the previous incident on the CCTV, that the intruders attempted access into the building while one of them remained in the bushes keeping watch, even though some residents walked past not noticing them. Some prickly plants have been planted, but these are currently tiny and will take several years to mature.
- b. Recommendations.
 - (1) Hedges & Foliage. To start afresh and redesign this area, removing the laurel hedge, dense foliage and undergrowth, and planting a more secure and effective garden layout with an open vista to prevent intruders from hiding. Some of the plants and bushes along the border to be large thorny/prickly plants to deter intruder access over the fence. If possible, promote the growth of the brambles currently there too.

(a) Examples of Thorny Hedging. Pyracantha hedging (Firethorn), Hawthorn hedging (Crataegus Monogyna), Holly hedging (Ilex Aquifolium), Red Barberry hedging (Berberis Ottawensis x Auricoma), Blackthorn hedging (Prunus Spinosa).

(2) Fencing. Enhance the current fence line with either:

(a) Palisade Fence. Install palisade wooden fencing of similar design increasing the height to at least 2 metres. 1.2m high x 1.83m wide is approx £40 each, inc VAT.

(b) Stock Wire. Install wire above the current wooden fence. Single wire is easy to cut, so stock fencing above the current wooden fence would be more secure. 1m high x 50m roll is approx £65 each, inc VAT. Add posts on each current post to extend above the current fence, and then install the stock fencing.

(c) Closeboard Panels. Install 6 foot pressure treated closeboard wooden panels. 1.8m high x 1.83m wide is approx £35 each per panel, inc VAT, posts extra.



Palisade 1.2m fencing



Wire stock fencing



Closeboard wooden panels

20. CCTV Cameras. Installed.

a. Comment. Some of the camera angles could be improved.

b. Recommendations. Realign the camera angles; suggested at the next service to minimise costs.

21. Lighting.

a. Comment. There are still dead-spots in the garden that affect security, mainly in the dense foliage area. As mentioned in the previous report, lights do not need to be bright security lights, but a light that gives off ambient light, sufficient to see the surrounding area at night, and increase CCTV quality at night.

b. Recommendations. Install an additional low-level bollard light to light up the path (same as the current one, 5W LED warm light). In any dead-spots (where applicable, e.g. dense foliage), install lights with PIR that trigger when an intruder is in the dead spot (can be same bollard style design).



22. Signage.

a. Comment. There are a few signs stating "Private" (e.g. entrance from the street and the gate to the Heath), however it is reported that non-resident cars are parked for periods of time and there is no clear statement on the legal rights.

b. Recommendations. To erect signs with clear terms and conditions of entry onto the private property. Legal advice is recommended. Example wording is:

PRIVATE LAND - No public right of way. This site is managed and operated by Mainstay Group Limited. Parking is only permitted for:

- Residents' vehicles
- Guests of residents for a maximum of 12 hours
- Trades vehicles for a maximum of 30 minutes
- Failure to comply may result in the vehicle's keeper details being requested from the DVLA and enforcement action taken that may incur additional costs for which the driver will be responsible

23. Rear Driveway Entrance.

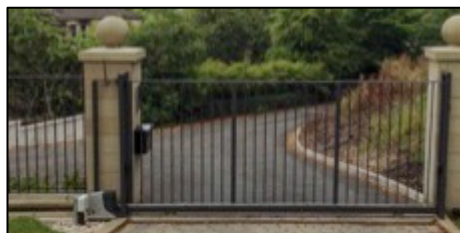
a. Comments. It was discussed that there is a desire to install a vehicle and a pedestrian gate on the rear driveway. The aim is to reduce illegal parking and enhance security to the development. [Note: the quote supplied on 18 Jan 20 is considered very high, and lacks detail in its breakdown]. An electric gate to the rear drive would enhance security of the development preventing unauthorised access to the rear of the building – particularly as the rear elevation of the property is less obtrusive for intruders to break in from. It would also reduce unauthorised parking.

b. Recommendations.

- (1) To install a vehicle gate (no need for a pedestrian gate as well as this increases costs and generally is not used, as pedestrians just use the main gate).
- (2) Options are: sliding gate, swing gate, cantilever gate, folding gate.
- (3) Material options: metal, aluminium or timber.
- (4) Automation options: for a swing gate install underground automation (stronger, more reliable than a hydraulic arm).
- (5) Key-code panel on both sides mounted on the wall (at a height level for driver to access from within a car).
- (6) Exit loop in the drive on the inside side for when cars exit.
- (7) Photocells on inner (and outer if applicable) sides for safety, to prevent gates closing when a car would obstruct the gate closure.
- (8) ANPR: adjust ANPR camera to maximise angle and link into gate access control to open automatically for those VRNs programmed.
- (9) Note: a two-gates swing gate has less opening area than a one-gate swing gate – which may remove a parking space. Also note that sliding gates may need more maintenance to clean leaves etc regularly, whereas a counter lever gate could be effective in this space.



Cantilever Gate (1.8-2.4m high)



Sliding gate



Swing gate, underground automation



Swing gate, hydraulic arm

SUMMARY

24. Improvements implemented since the last report two years ago have certainly enhanced security and made it more difficult for intruders to gain access into the communal areas.

25. The ManCo instructed a security review two years ago, have implemented many of those recommendations, and have instructed a follow up review. Those measures have addressed the second line of security to enhance residents safety, but it is crucial for each resident to address their own first line of security. It is incumbent on each apartment to have sufficient measures to deter criminals while maintaining compliance with their insurance cover.

26. As mentioned in the previous report, on the spectrum of security where on the left is an open “Public Library” and on the right is a secure “Fort Knox”, the aim is to find a spot in the middle for a residential building where residents want to live their daily lives, have guests visit, and for tradesmen to conduct their daily business. The importance is for residents to feel safe, deterring potential criminals while not incurring huge costs in the process.

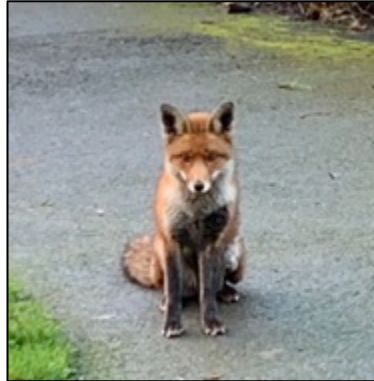
27. As mentioned at the beginning, the next level up to make the development more secure is to become more of a gated community. By installing a rear entrance electric gate, securing the boundary with the Heath, and installing a push-button lock on the pedestrian gate (as per the recommendations above), the development will be more like a gated community – additional features would be to install an intercom and door release lock to the “road pedestrian gate” and/or have a security guard on site (ideas for thought). However, both an intercom system that involves wiring from this gate to each apartment, and on site security guards add costs.

28. In summary, the following is recommended:

- a. Apartments. Promote to all residents to fit an intruder alarm, and check that their front door, windows and locks are fit for purpose to deter intruders.
- b. Basement Windows. Install an additional 2x horizontal bars across each of the windows.
- c. Window Retainers. Install additional window retainers on the second and third floor windows.
- d. Drainpipe Covers. Install anti-climb covers on the drainpipes.
- e. Boundary. Enhance boundary fence line with the Heath.
- f. Pedestrian Gate by the Road. Install double sided push-button lock.
- g. Gardens. Cut back dense foliage and undergrowth to create a more visible space, and plant thorny hedging along the boundary (where applicable).
- h. CCTV. Adjust camera angles at next service.
- i. Lighting. Install an additional bollard light in the garden, and possible PIR activated lights in dead-spots.
- j. Signs. Erect signs at entrance to clarify control/ownership of the estate.

- k. Rear Driveway Entrance. Install an automated electronic gate linked to the ANPR system.
- l. Law and Legislation. By compliance with law and legislation, the estate will have the required measures in place to minimise potential litigation.

Hugh Martin
Hawki Worldwide



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