



BUILDING ACCESS PROCEDURE

Access Management

January 2020

The Old Sheriff Court (OSC) is a private residential development. Everyone who owns a flat, lives in the building or visits shares responsibility for the security and safety of themselves, their visitors and the building. There is one public entrance to the building, at 149 Ingram Street. Access is restricted using biometric security.

Purpose

This document identifies the processes used maintain physical access security to the residential element of OSC. The procedure covers:

- Management of the door biometric security system
- Management of the door access code security

Scope

The procedures apply to the residential parts of the OSC development. The procedures do not apply to the commercial or cultural parts of the development.

Review

This procedure will be reviewed on a periodic basis, and may be subject to alteration at any time if the system is abused.

Overview

OSC has one door entry, at 149 Ingram St, which is secured using a magnetic locking mechanism.

External Release

1. The door can be released by a registered user's fingerprint
2. The door can also be released by use of a numeric code.

Internal Release

1. When a visitor uses the security keypad to call a flat, this calls the flat's designated telephone number (landline or mobile). When the resident answers, they can release the door from their phone.
2. The door can be released by pressing the exit button beside the entrance.

Biometric security system

It is expected that in normal circumstances, all owners, residents and regular visitors will use the biometric system.



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New owners/residents

When a new owner or resident moves in, they should contact the concierge to be added to the biometric system. On visiting the concierge's office, the requestor's fingerprint will be added to the biometric system. This uses a hardware device that stores the fingerprint directly. Fingerprints are not stored elsewhere, and cannot be accessed by anyone. An owner/resident can ask the concierge to add further fingerprints as required.

Owners/residents moving out

Owners should notify Trinity of their moving out day. For tenants, the Landlord must notify of their moving out day. After the moving out day, their fingerprints will be removed from the biometric system.

Numeric code security

A numeric code is only intended for use in exceptional circumstances.

Owners/Residents who cannot use the biometric system

If an owner/resident is unable to use the biometric system, they should apply to the concierge for a permanent code. The following information will be recorded:

1. Name
2. Flat number

There is a single code for impacted residents. It is not anticipated that this will be changed unless required.

Temporary access codes

If an owner/resident has a need for a temporary access code (e.g. for visitors), they should apply to the concierge. The following information will be recorded:

1. Name
2. Flat number
3. Reason for request

The temporary code will be changed on a regular basis. Once the code is changed, a fresh request to the concierge must be made.

The reason for requests will be reviewed on a periodic basis for the purposes of understanding usage. If a particular owner or resident has made repeated requests for temporary codes, further investigation may be carried out by the Factors to understand the reasons. The Factors may also consider raising an invoice to those owners or residents for the concierge's time.



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Using the Door Access system

1. When an owner or resident registers with the concierge, they provide a telephone number that can be assigned to the system - when someone calls the flat, this is the number that will be called.
2. Visitors enter the desired flat number then press #, for example 123#
3. The designated telephone number will be called. When answered, check who the visitor is. Press 11 on your phone keypad to release the lock, or hang up to leave the door locked.

Data Security

Any data collected in relation to this process will be managed and secured in accordance with the Factor's Security and Data Privacy policies. These are available from the Factor.

Document History

Date	Version	Comments
13-Nov-2019	0.1	Initial draft for comment
06-Jan-2020	1.0	Final version, incorporating comments received.