

## **A guide to CCTV Monitoring and Concierge Service**

### **For residents of Solihull Community Housing high rise blocks of flats**

#### **What is the Monitoring & Concierge Service?**

Solihull Community Housing provides a surveillance and concierge service to your block of flats. This service uses closed circuit television (CCTV) to monitor the block from a remote monitoring centre which is staffed 24 hours a day, 7 days a week, 365 days a year. You can speak to concierge officers in the control room by pressing the concierge button on the intercom handset which is installed in your property.

We are not a “security service”. We rely on other agencies, such as the Police, to carry out arrests and other enforcement activities.

We know it is very important that you live in a safe and secure home. With this in mind, we have introduced a number of safety and security measures in the blocks. These are outlined below.

#### **Closed Circuit Television cameras (CCTV)**

There are CCTV cameras in every block. The cameras are positioned in the ground floor lobby area, covering the external area, in the lift and front entrances. Staff based in our Monitoring Centre keep an eye on what's going on within the blocks with the aid of state of the art surveillance equipment. Our system records all images from the cameras 24 hours a day. If we need to, we can speak to you or your visitors by using the public address system. We challenge people who are misbehaving within your block. We can also contact the emergency services (i.e. Police, Fire or Ambulance) to respond to an emergency and we will assist them as appropriate.

#### **Door entry/Intercom system**

Every flat has a video intercom handset, which is connected to the Monitoring Centre. You can contact our staff at any time by using the concierge button on your intercom. If they need to, our staff can also contact you by using the intercom.

#### **Fob Management System**

Each block has a door access system which you operate by using your key fob. When you pass your fob over the reader at the front of the block, it recognises the unique reference number and the door will unlock to let you in. Please carry your fob with you. We suggest you attach it to your house keys.

If you lose your fob or it is stolen, please report this to your local housing office or call our Contact Centre on 0121 717 1515. We will delete it from the system so that anyone trying to use your lost fob will not be able to gain access to your block. If your fob does not work, please take it to your local housing office. If it is faulty staff will issue you with a new one free of charge.

We will not issue a fob to anyone other than a resident. If you have a carer, friend or family member who needs to gain access to your property while you are not at home, please contact our Contact Centre on 0121 717 1515 and we will arrange to include their details on our fob management system so that our concierge officers will allow them access for an agreed period of time.

#### **Help us to help you**

You can play an important part in keeping your block, secure, clean and cared for. We encourage you to:

- ☐ Always carry your key fob with you. If you forget your fob our operators may ask for identification and this will cause a delay in letting you into your block. Our staff need to ask you a number of questions to make sure you are the resident. They then need to check this information against our records. They do not want to let in the wrong person.
- ☐ Keep your front door locked at all times
- ☐ Only let people you know into the block. Please do not let strangers into the block. If you are unsure or worried ask the concierge operator to deal with the call.
- ☐ Dispose of your rubbish in a responsible manner. Make sure you do not leave black bags or bulky rubbish in communal areas or outside bin areas. Anyone found doing this may be charged.

In every case where you feel that your personal safety or possessions are at risk you should always

- ☐ Ring the emergency services first on 999
- ☐ Contact the concierge operator using your intercom

If you notice anything within the block that concerns you, please call the monitoring centre using the concierge button on the intercom

### **What duties do the CCTV Monitoring and Concierge Service carry out?**

- ☐ We monitor the CCTV cameras in your building 24 hours a day, 7 days a week, 365 days a year
- ☐ We take calls on the door entry system from residents, visitors and staff, assisting where appropriate
- ☐ We use the public address system to challenge people who are misbehaving within and around your block
- ☐ We use the cameras to carry out patrols every day of the communal areas to your building to identify litter problems, fly tipped rubbish and report them to the Estate Management Team for action
- ☐ We contact the emergency services to respond to serious incidents and emergencies and assist them as appropriate
- ☐ We provide evidence to the relevant enforcement agencies to secure convictions and Anti social behaviour remedies

### **What the CCTV Monitoring Service can't do**

- ☐ Arrest people
- ☐ Monitor areas where no cameras are installed
- ☐ Respond to incidents directly
- ☐ Deal with repairs or complaints about loud music or tenancy issues - you should call SCH on 0121 717 1515
- ☐ Deal with noise issues or neighbour disputes – you should call SCH on 0121 717 1515