

USE & CONTROL OF THE DOOR ENTRY SYSTEM

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This Policy will summarise the arrangements and controls for the use of the Door Entry System to the property and individual tenants' accommodation:

1. The main entrance door to the Scheme will be kept closed and locked at all times. Entry is gained through the use of a digital door entry system with over-riding master keys for use in emergencies.
2. The Scheme Manager is responsible for ensuring that the digital entry code and adequate information and instructions for the door entry system is readily available for tenants and visitors to the Scheme. This information will include how to report faults to the Scheme Manager.
3. Tenants and visitors should be made aware of their responsibility to ensure that the system is used correctly. This must include an appreciation of the need to:
 - close the front door securely after use;
 - asking callers to identify themselves to ensure that they are genuine;
 - not let strangers into the Scheme;
 - not to reveal the digital code for gaining entry to the Scheme to any unauthorised person.
4. Where a stranger has requested entry to the building the Scheme Manager must ask if they need help in finding a particular accommodation. If necessary, the Scheme Manager should accompany the person to the accommodation and remain with him / her while the tenant answers the door.
5. In the event of a malfunction in the door entry system the procedure for reporting repairs (*Policy No 103*) must be followed and an entry made in the Scheme Diary.
6. Where a breach of the Scheme's security, or a malfunction of the system, has necessitated a change to the door entry code, this will be actioned through the Scheme Manager. Thereafter, clause 2 of this Policy will be followed to ensure that all appropriate persons are made aware of the new entry code.