

Lisgar Terrace

Your questions answered

August 2021



At our key fob information days on 8 and 10 July in the Samuel Square Marketing Suite, Lisgar Terrace residents had the opportunity to register their key fobs for the new estate entry system. The regeneration project team were available to answer your questions.

Here's a summary of your questions and our answers.

The gates

What is being proposed?

Planning conditions require us to provide an electric vehicle gate with electric pedestrian gates either side, as part of the Lisgar Terrace redevelopment. The gates are already in place but are not yet in use.

When will the gates be operational?

We expect the gates to be operational from September 2021.

When will the gates be open and closed?

The gates can be set to open and close based on what residents agree to. Initially we are proposing that the gates remain open from 6am to 10pm every day, including weekends. This will provide a balance between convenience and security while everyone gets used to the new system.

We'll listen to feedback from residents and may trial different opening times to see what works best, but we envisage the gates being closed at night and open during the busiest times.

Can the gates just be left open?

Yes, in theory the gates can be left open, but we would like to have the option of closing the gates for additional security, especially at night. We'll trial this in the first few months of operation and listen to feedback from residents.

What happens if the gates breakdown?

We'll have a repairs and maintenance contract with NACD to resolve any issues. If the gates break down, they can be manually overridden using an override key.

How will emergency services and bin collectors get in if the gates are closed?

A Gerda box will be fitted outside the gate for emergency services to override the gate system if they need access when the gates are closed.

We will review gate opening arrangements with the Council refuse team so that refuse collections are not disrupted. We can programme a code on the IPGUARD panel for bin collectors to open the gate if required.

Will the pedestrian entrance by the marketing suite remain?

No, this will be removed once the entrance gates are fully operational.



Visitors and deliveries

How will visitors enter the estate?

On arrival, if the gates are closed, visitors will enter your flat number into the panel by the entrance gates and press the call button. You can then answer on one of your registered phone numbers

You'll be able to speak to the caller to check their identity and press 0 to open either the vehicle or pedestrian gates if you wish to let them in.

If there's no answer, the call is automatically redirected to your second and third registered numbers (in cascading importance) until it's answered or rejected.

If you have downloaded the app, it will tell you which gate your visitor is trying to access and you can press the image of that gate to open either the pedestrian or vehicle gate.

When my phone rings, how will I know it is a visitor at the gate? I don't answer unknown numbers.

Store the incoming IPGUARD® call telephone number in your contacts. You can use the standard programmable settings on your mobile to rename and assign ring tones.

What if I don't want to let the caller in?

If you don't want to let the visitor in, simply hang-up, or press the End Call button.

How do I register phone numbers for access?

If you've not registered any numbers already, or you wish to change or add phone numbers (up to three numbers can be registered), please contact your HSM Frances, at frances.omahony@shgroup.org.uk or via the Service Centre on **0300 030 1061**.

What happens if my phone goes to voicemail? Does it cascade to the next number?

You can increase the duration your phone rings before it goes to voicemail. This way the panel will redial the next number before the voicemail kicks in. This is only an issue if you haven't downloaded the app.

I have poor reception in my flat. How will I know if I have a visitor if my phone doesn't pick it up?

You can connect your phone to Wi-Fi, add a landline number or you might consider changing your provider to one with a better signal in your area.

We suggest you register at least one number you can rely on. For example, your landline (if you have one), or the number of a family member or neighbour who is likely to answer.

How can visitors access the estate if they can't get hold of me on any of the numbers?

They won't be able to access the estate when the gates are closed, unless someone who's registered lets them in.

The App

What is the IPGUARD® App?

The IPGUARD® App receives audio-visual calls using the 3G/4G mobile network or via your Wi-Fi internet connection.

If you download the app, when someone calls your flat number from the entrance gates, you'll be able to see who's calling before you answer.

The app records a picture history with the time, date and activity of all your visitors.

How do I download the app?

You can download the free app from Google Play or the App store.

Follow the instructions to install and register your mobile phone. We will issue detailed instructions shortly.

Do I have to download the app?

No. You'll still be able to speak to your visitors and open the gates remotely from your registered phone numbers, but you won't be able to see who is calling from the gate.

What if some people find it difficult to use the app?

The app will work in the same way as a phone call so there's no reason why it should prove difficult for anyone who already uses a phone. We'll help anyone who has difficulty downloading the app (contact Frances by email on frances.omahony@shgroup.org.uk or the Service Centre on **0300 030 1061**).

Residents have the option of adding a phone number for a family member or friend if they're not able to answer the phone themselves.

Will residents be able to use the app to open the block entrance door?

No, the app will only control the vehicle and pedestrian entrance gates. Your existing intercom system will continue to open your block entrance door.

Can I use the intercom handset in my flat to operate the gates?

No, the phone entry system in your flat is hard wired to your block entrance door so when a visitor presses the button, you can let them in from your handset.

The main entrance gates are not hard wired to your handset as they're designed to work off the remote app.

The benefit of this is that you can open the gates from anywhere using a mobile phone, whether you're in or out and from your landline if you're in (and have one).

Why didn't we hardwire the whole estate and avoid the need for phones or apps?

The project has taken many years to get to this stage and technology has moved on. It would be inconvenient and costly to dig up parts of the estate to hardwire previous phases now.

The latest technology ensures the estate is future-proofed and allows residents to let visitors in when they are not at home. This is the industry standard adopted by many private and social developments.

Vehicles

How will I open the gates from my car?

If you're already registered as having a parking space on the estate, we'll provide a black radio fob (free of charge) to open the vehicle gates. You would press the button on the fob to open the vehicle gates.

We'll get in touch with you before the gates become operational to distribute black radio fobs to those who are eligible.

How will I open the vehicle gate if I'm a passenger and don't have a vehicle fob?

If you don't have a parking space but would like to be able to access the estate in a vehicle, you have three options:

- Key your flat number into the entry panel, just as a visitor would. This will call your registered numbers to open the gate. You can let yourself in if yours is the first number that answers
- Ask to be dropped off outside the gates and walk in through the pedestrian gate, using your green block access key fob
- Request a radio fob by contacting the Service Centre on **0300 030 1061** or emailing servicecentre@shgroup.org.uk. Purchase of radio fobs by those without an authorised parking space will be at our discretion.

Will I get a vehicle fob for my motorbike?

Yes, if you can show proof that your motorbike is registered at Lisgar Terrace, you'll be given a radio fob. Otherwise, radio fobs can be purchased from the Service Centre at our discretion.

What about Uber access? Uber drivers only know the postcode, so they won't know which number to press at the entrance.

You can leave a note on the Uber app to add more detail, for example, your flat number. They can also call you if there is a problem.

How do vehicles leave the estate if the gates are closed?

The road inside the gates is fitted with a sensor that detects metal. When a car drives over this sensor the gates will automatically open.

Security

Will visitors at the gate be able to see personal details?

No, they will only see block names and numbers.

Will this system prevent unwanted visitors getting onto the estate and causing ASB?

When the gates are closed, people will only be able to access the estate if they have a key fob or if someone with access lets them in.

IPGUARD® logs the time and date of when, and by whom, a visitor was allowed entry. Management can quickly identify abusers and disable their visitor door opening rights if necessary.

How are my details stored?

Residents' phone numbers will be held by NACD and are subject to tight GDPR rules. These numbers will not be shared with any other external company. We can provide you with copies of the NACD, GDPR Data Protection Policy and Privacy Statements if requested.

Can I choose not to provide my numbers?

If you wish to operate the gates remotely, you'll need to provide at least one telephone number to receive audio calls. If you download the app, you'll also be able to see the caller when you are in a 4G area.

If you don't wish to provide a number, you'll need to walk to the entrance and use your existing green fob to open the pedestrian gate, whenever the gates are closed. You need to register your green fob/s so they will work on the new gates.

Cost

How much will the automatic gate system cost us?

The ongoing costs will be included in the estate service charge and split between households in all blocks. The cost is expected to be minimal and will be reviewed after the first year.

What if I lose my green block access fob or my black vehicle fob?

If you lose your fob, we keep a stock of green fobs available to purchase for £15. The black, radio fobs take approximately 3-5 working days to order from NACD and cost £40 each.

Contact the Service Centre on **0300 030 1061** or email **servicecentre@shgroup.org.uk** to order. Any new fobs will be registered before you receive them.

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If you prefer not to receive newsletters by email, or have an email address you would like us to send it to in future, please let us know at **lisgar.regeneration@shgroup.org.uk**

Please include your name and address so we know whose contact details to update.

Contact us

If you have any comments or questions about the regeneration, contact Alison White, Community Engagement Manager on **07926 076901** or at **alison.white@shgroup.org.uk** or you can contact the project team via the Service Centre on **0300 303 1063** or by email at **lisgar.regeneration@shgroup.org.uk**