

INTRODUCTION TO ACCESS CONTROL

THIS COMMUNICATION CONTAINS IMPORTANT INFORMATION TO ENABLE YOUR FUTURE ACCESS TO THE COMMUNITY.

Background

YOUR NEW KEY FOB & GARAGE REMOTE



A decision was taken at the 2022 AGM to completely overhaul the security approach to the Community. The combination of human security (vigilante's) & systems (CCTV, Intercom's, & easy to duplicate Keys & Remote Controls) were unable to provide effective security. In addition, not only have security contractors increased their prices, but also the maintenance costs of old equipment have become sub-optimal.

The practical approach to implementation of a new system recognises:

- The entire system has a one time capital cost of approximately €150-160k. This compares favourable to what we used to spend annually with contractors. Even so the pressure on budgets requires that we implement the full system over two financial years depending on the pace of the rollout..

- No two installations are the same. The configuration & architecture of a community dictates the system. Whilst we have a theoretical plan, it is highly likely we will need to adjust this as we learn from the performance of the system as well as owner feedback..

Basic Strategy

The system of entry to the Community for property owners will evolve to include:

- Perimeter pedestrian entrances will open with an electronic key fob.
- Swimming pool & Padel court gates will open with the same key fob
- Portal entrances will open with the same key fob
- Lifts will open with the same key fob
- Exiting the garages into the portals with the same key fob, subject to being able to comply with fire regulations.
- Garages doors will open with an upgraded remote control system

Hierarchy of Usage

- Apartment owners with parking & storage rooms will have access to: Pedestrian entrances, garages, storage rooms, swimming pools & portals via key fobs & remote controls.
- Garage only owners will have a remote control to operate the garage gates
- Storage room only owners will have a key fob to access their room

Extent of Access

- Key fobs will open all perimeter gates & garage side doors
- Key fobs will be building & portal specific & will not work on in other buildings
- Garage remotes will be garage specific

Rollout Plan

- A phased rollout aims to avoid mistakes & disruption to owners, & importantly to guarantee the integrity of the final system. This phasing will be:
 - Phase 1 - Perimeter Security. This includes all pedestrian entrances, garage doors, swimming pools & Padel court.
 - N.B Given we are now in summer we are conscious that there are a lot of guests in the community & this can complicate the rollout.
 - Phase 2 - Integrating the key fob system with the existing portal doors in each building.
 - Phase 3 - Installation of new glass doors inside each portal with entrance activated by the key fobs. Installation of access control on the elevators further reinforcing security.

To be clear, Phase 1 is starting now, so you will need to act as per instructions detailed further into this circular. Subsequent phases will be rolled out in due course & with advanced notice.

Denial of Access

Denying entry is a key element of the system. Here are some examples of where it might apply:

- The law allows a community to deny certain services to owners who have not paid their community fees. We know this is a major problem for Señorío so access control will be used to deny non-payers & their guests access to the swimming pools & the Padel court
- Those who park in other peoples parking spaces may have their remote control switched off. This may also apply to those who persist in storing items in their garage space & creating a fire risk & voiding the community insurance
- Guest workers such as those engaged on reforms that breach Spanish legal norms & the Community Rules may have access restricted

- Persistent anti-social activity from rental guests that disturbs other members of the Community or damages property or breaks fundamental Community Rules could be considered for restricted access

System Management

All fobs & remote controls run off a software system controlled by the on-site Administration. Fobs & remotes cannot be duplicated outside the system & this is fundamental to maintaining the integrity of the system.

Every fob & remote is owner specific & the system keeps track of them. It records the time & place of use at each access sensor located throughout the community. The system is programmed to "deny access" at the wrong portal or at the swimming pool for community fee debtors.

Owners will be allocated a finite number of fobs & remotes. If they are lost & a replacement is provided, the original is switched off & no longer operable. This is to restrict the proliferation of fobs & remotes, which as proven by the current system seriously weakens the security of the community.

Distribution of Fobs & Remote Controls

Although Señorío comprises 250 apartment owners, we have considerably in excess of that number due to garage & storeroom owners who do not own an apartment. In order to contain costs & keep logistics as simple as possible, the distribution of fobs & remotes is planned as follows.

Apartment Owners

- 2 bedroom* apartments will be allocated 3 key fobs.
- 3 bedroom* apartments will be allocated 4 key fobs.

There is an option to purchase 1 extra fob for €50.

* The number of bedrooms is determined by what's written in the Nota Simple of the property, & not by modifications carried out to the property. If your storage room is in a different portal, your fobs will be programmed to allow access to both portals. You will not receive additional fobs irrespective of how many storage rooms you own or their location.

The side doors to the garages will work with your fob.

To replace a lost fob will cost €100. (Lost fobs will be disabled)

Garage Space Owners

- A one-car parking space will be allocated 1 remote control.
- A two-car space will be allocated 2 remote controls.

To replace a lost remote will cost €100. (Lost remotes will be disabled)

Storage Rooms (Applicable to people who do not own an apartment)

- If you only own a storage room you will be allocated 1 key fob. This will be programmed for entry via the perimeter pedestrian gates & the portal where your storage room is located. If you do not own a parking space you will not be granted access to the garages in order to park in someone else's private space or block the driveways.

Intercoms System

The intercoms system is unusually 'equipment heavy' because we have 5 perimeter entrances & 50 portal entrances, each with a control panel.. The circuit boards in these 23yr old panels have been failing for a number of years. Replacements are no longer available & bespoke repairs are expensive.

However, by using the same manufacturer & maintenance company for both a new Intercom's system as well as Access Control we have substantially reduced the cost

of intercoms from around €60k to just over €20k. Work will begin on replacing the intercoms as we rollout phase 1 & 2 of access control.

A feature of the new intercoms system is that in addition to an internal phone & video screen similar to what you have today, you will have a choice to upgrade to a WiFi version that works with a phone based App. This will enable you to receive intercom calls on your phone App, see who's calling, talk to them & let them grant access to the community.

CCTV

In recent years we have added more cameras & upgrades to the system. We always need to bear in mind that laws in Spain require the presence of the police to view CCTV where there's no licensed vigilante. Also positioning CCTV to view public places, such as streets, is not allowed.

We have identified a number of blind spots around the community, as well as an increased security threat resulting from the new entrance/exit to the NAÔ pool club.

Unfortunately, short-term rentals, & occasionally long-term rentals, continue to attract many irresponsible clients. It's widely recognised that a lot of apartment burglaries these days are inside jobs. Access control is expected to greatly improve security but as & when budgets allow we will continue to enhance the CCTV systems.

Your Apartment Security

As we rollout these new community-wide security measures, there's never a better time for you to upgrade your apartment security if you haven't already done so. As we rollout the new intercoms to your property, if sufficient numbers of owners express interest for in-home alarm systems, the community can look into a standard, reliable alarm system at preferential rates.

As part of the initiative to have a new unified policy for rental properties, we will include a requirement for App based decibel meters to be fitted inside apartments.

These will alert the owner, or their rental agent, that noise levels are at levels disruptive to their neighbours. We hope these will help avoid the confrontations that have led to security concerns for a number of owners with rental tenants.

Security Vigilantes to Maintenance Personnel

As summer rentals hit their peak, the conversation comes back round to whether the community needs to employ traditional vigilantes. We believe the measures outlined in this introduction to access control negate that need. In essence the move 18 months ago to employ maintenance staff with an enhanced role combines well with the technology based access control.

We now have a round the clock maintenance program 7 days a week. Whilst our personnel do not have formal security training they have been given clear instructions how to respond to certain situations. Equipped with the community phone, the maintenance personnel can respond to non-urgent security concerns and maintenance issues that create a security risk. For urgent emergencies, owners & their guests are advised to contact the public authorities directly.

What You Must Now Do!

[You must organise to collect your key fobs & remote controls.](#)

The plan is for the existing perimeter gate keys & garage remotes to cease to operate from the 22nd July 2024.

The new fobs & remotes are available for collection in the community office under the Padel court as follows:

- 1) Miguel will be at the community office Monday to Friday 09:00 to 11:00. If Miguel has been called away to another part of the community, you can call or WhatsApp him in Spanish on the HELP telephone: +34 603 74 16 33 & request a collection time.
- 2) If you want to collect fobs & remotes before the systems goes live on the 22nd July, you need to **send an email to Adenjo & advise the date you**

want an appointment to collect. There are 10 appointments per day. You can go to the office without an appointment but it may take a while to collect & you may have to return on another day if there are too many people scheduled before you.

- 3) To receive fobs & remotes **you must be registered in the 'owners database' for each** of the properties you are requesting fobs or remotes for. You will need to present your **Passport & NIE number** in order to receive the correct allocation.
N.B. If your property is in a company name, you will need to attach to your email to Adenjo a letter of authorisation from that company stating: Your Name, Passport Number & NIE.
- 4) If you plan to collect your fobs & remotes after the system goes live on the 22nd July, then you still need to email Adenjo advising your arrival date & receive back from them a confirmation of when & where you can collect. (This is because the Monday-Friday 09:00 to 11:00 office is not an indefinite operation). Collection is still likely to be inside the community because we have 24x7 HELP support personnel.
- 5) If you decide to nominate someone else to collect on your behalf, you (or the company owning the property) still need to email Adenjo authorising a 3rd party: You must include: **Name of person; Passport Number; NIE Number; & the date you want an appointment** for the person who will collect on your behalf. That person will need to present their passport & NIE number when they go to collect. Tenants cannot collect if Adenjo have not received authorisation from the owner. Authorisation from a property Agent will not be valid.
- 6) If you are requiring an extra fob or remote, you need to **pay by bank transfer to the community bank account in advance of collection.** You should send an email to Adenjo advising that you have made a bank transfer. (Evidence of the transfer will save you time at the office. You are unlikely to be given extra fobs or remotes if there's no evidence payment)

N.B Remember, if you have unpaid Community Fees & Penalties there will be restrictions on the use of your fob..

In conclusion, the complete overhaul of Señorío security is a huge undertaking but it will enhance safety & security of owners property. In addition the new features will help the not inconsiderable efforts being made to improve the behaviour of property renters, & also those who burden the community with non-payment of fees. Implementation will not be easy & we may need to revise some of our thinking. We rely on your patience & support to make it happen as smoothly & efficiently as possible.

Have a great summer,

John Riley
President SdA.