

# Security at Glebe Park Residences



This handout is intended to acquaint residents and new tenants with the security measures at Glebe Park Residences (GPR). Apartment buildings are typically safer than houses; however, the main security risk to GPR is unauthorised people accessing the building complex leading to theft, vandalism or a threat to occupant's safety.

While the Executive Committee (EC) does its best to make the building secure, it is important that everyone is security conscious and remains vigilant to ensure the security of the building complex. Security at GPR is safeguarded through various physical measures and personal security precautions.

## Physical Security Measures

GPR has an advanced access control system that manages access through use of:

- Restricted keys that allow access to the resident's apartment, some external doors, and the bike storage area.
- Access key cards that allow residents to enter their building foyer and allows them to operate the lifts to their floor and the basement. The key cards also allow access to the gates to the courtyard and provide access to the gymnasium.
- Under cover carpark remotes that operate the roller shutter to the level 1 and basement carparks.
- Visitor access is controlled from each apartment's intercom system after a guest has called from the entrance to the building's foyer.
- A number of surveillance cameras cover entrances, car parking spaces, and other common areas, such as the gymnasium and BBQ area.
- A security guarding service that can be arranged on an as required basis.

## Personal Security Precautions

Personal security awareness and taking precautions are probably the most important factors in maintaining security at GPR. In the interest of maintaining security:

- Residents and their guests must ensure that security doors and external gates are closed firmly after entering or leaving the building.
- If a door or external gate is found not secured, this should be secured and reported to the Building Manager (BM) on 0412 689 938 to determine if this was an omission or a technical fault.
- Residents should ensure that their mailboxes are property secured and regularly emptied to prevent theft.
- All vehicles in the car parks should be locked and valuables not left inside them.
- Unknown or unauthorised persons must not be admitted to the complex.
- In instances of possible unauthorised entry, the people should be questioned over their reason for being on the premises. If not explained, then they should be asked to leave and directed to the nearest exit. If they are considered dangerous or prove uncooperative, then the Police should be called on 131 444.
- People acting suspiciously within or around the building complex should be reported to the BM on 0412 689 938, if in attendance, or to the ACT Police on 131 444.
- Any disturbance associated with excessive noise or unruly behaviour should be addressed with the originators. However, if they are belligerent or fail to respond to your request, then

Police attendance should be requested by phoning 131 444 or in the case of an emergency, Triple Zero (000).

- If there is a serious threat to people or property, the Police should be called on the emergency call service number Triple Zero (000).
- In instances involving possible break-in, theft or damage to property, the Police should be contacted immediately on their assistance line 131 444.
- Any lost key, access card or carpark remote as well as faults with the security system and/or individual residents' access cards should be reported immediately to the Building Manager.
- If there is any kind of security incident, such as theft, unauthorised entry and personal threat, these must be reported to the Strata Manager who maintains a record of such incidents. The EC will review all reported incidents to ensure that remedial action is implemented if required.

GPR Owner Corporation Rules elaborate on the foregoing security information and are available through the GPR website <https://www.glebeparkresidences.com/>.

Residents requiring an additional or replacement restricted key, access keycard or garage remote must complete an application form available on the website.

A copy of this Security Handout should be supplied by the Strata Manager to any new owner or tenant. Similarly, a copy of this handout should be located in any unit that is rented on an ad hoc basis. A copy of the handout is available on the GPR website.

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