

# 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 undercover 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 building entrances, car parking spaces, and other common areas, such as the gymnasium and BBQ area.
- Improved lock protection devices installed on storage sheds.
- The ability to install lockboxes to provide emergency access to unit.
- 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.
- Do not let anyone tailgate you into the undercover carparks. If they are a resident, they will be able to open the door themselves. The easiest way to prevent tailgating is to stop your vehicle once you have entered the car park and wait for the barrier to descend. Once it has reached half way, then proceed to your allocated car space.
- If a door or external gate is found not closed, this should be secured and reported to the Building Manager (BM) on 0466 566 731 to determine if this was an omission or a technical fault.
- Residents should ensure that their mailboxes are properly secured and regularly emptied to prevent theft.
- Do not leave remotes, keys or swipes to the building in your mailbox or vehicle under any circumstance.

- All vehicles in the car parks should be locked and valuables not left inside them.
- Avoid storing valuable items in storage sheds or garage areas. Although offering some protection, these are not secure and can be broken into
- Unknown or unauthorised persons must not be admitted to the complex. Do not let anyone you do not know into the building even if they claim to be a resident. If someone claims to be locked out and needs entry into the building, please inform them to call Class Locksmiths on 6280 6611 or Vantage Strata on 1800 878 728.
- If a stranger requests entry through the intercom system, common sense prevails. Don't allow them access to the building and refer the individual to the Building Manager.

## Security Breach Actions

- Any actions taken to respond to a security threat must be taken with personal safety as the first goal. If a security breach has occurred and a resident is facing a situation where there is aggressive behaviour and the possibility of violence, your safety is paramount. Don't try to engage the individual(s).
- 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. The Building Manager should also be advised so that he can access security camera video footage.
- In less threatening 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 prove uncooperative, then call the 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.
- 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 BuildingLink and 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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