

## **DOOR ENTRY FOB MANAGEMENT POLICY**

### **Responsible Officer**

Director of Property and New Business

### **Aim of the Policy**

The aim of the Door Entry Fob Management Policy is to provide guidance and clear, practical steps for all staff to help Phoenix to manage its programming and issuing of door entry fobs.

### **Policy Scope**

This policy covers the GDX door entry fob systems managed by Phoenix. Separate policies/procedures should be developed for non-standard door entry fob systems, for example Hazelhurst Court Extra Care Scheme.

This policy does not apply to the properties on Grove Park. The door entry systems for the blocks in this area will be developed.

### **The Policy**

- Phoenix is committed to installing GDX Door Entry Entrance Panels, where possible, throughout its existing stock and on any new developments.
- Phoenix are currently using GDX 'Bullet' tokens as its door entry fob.
- At the start of a tenancy, or when a new GDX Entrance Panel is installed, Phoenix will issue the resident with three fobs at no charge.
- The three free fobs will be made up of different colour bands, one of which will be blue and used as the principal keyholder fob.
- Phoenix will allow residents to purchase no more than two extra fobs, in addition to the ones at no charge.
- The additional fobs will both have red colour bands where possible.
- Residents will need to pay for additional fobs at a price of £10 (incl. VAT) each item. This cost will be reviewed on an annual basis.
- If a resident loses any of their fobs, and require a replacement, there will be a charge of £10 for each fob. This charge will be reviewed on an annual basis.

- Phoenix will normally not allow any more than five fobs to be programmed against any individual dwelling. Additional fobs may be issued at the discretion of a Housing Officer after considering a resident's circumstances.
- Resident fobs will only allow the resident to gain access into the block in which they reside.
- Phoenix staff may request a single fob.
- The staff fobs will have a black band and must be allocated to the individual person.
- Staff fobs will provide access to all blocks that have GDX Entrance Panels.
- Personnel from Phoenix contractors may request a single fob.
- The contractor fobs will have a black band and must be allocated to the individual person.
- Contractor fobs will provide access to all blocks that have GDX Entrance Panels.
- Phoenix will set up a time period each day when the security element of the door entry system is disengaged. This time period is known as the trade time.
- Phoenix will maintain trade times between 07:00 – 11:00. Phoenix will be flexible if these times need to be changed or deactivated due to anti-social behaviour, or for specific estates.
- Phoenix is committed to providing a Fob Management System at its head office. Phoenix will use this system to programme fobs.
- Phoenix will train key members of its staff to programme fobs.
- Phoenix will allow limited numbers of its own staff into the administration area of the database.
- Phoenix will allow contractors, who install new systems, access into the administration area of the database.
- Phoenix will maintain a contract with a suitable provider who can offer support for the Fob Management system.
- Phoenix will make a back-up of the door entry database at a minimum of once every month. Phoenix will use an encrypted storage device for this activity.
- Phoenix will ensure it deactivates the fobs of departing staff members if they are not returned, within one working day of them leaving.

- Phoenix will require all contractors to report any changes in personnel, who have been allocated fobs, within 2 working days. Phoenix will then deactivate or change the allocated name of those fobs within 1 working day.
- Once every six months, Phoenix will validate with its contractors that their staff, previously issued with fobs, are still in their employment
- Phoenix will give contractors two weeks to respond to this request. If the response is not forthcoming, fobs will be deactivated.
- During a Mutual Exchange, it is the responsibility of the ingoing resident to collect the fobs from the outgoing resident. The outgoing resident will be responsible for paying for any fobs that have been lost.
- Ingoing Mutual Exchange residents will not be issued with fobs at no charge.
- When an empty property is let to a new tenant, Phoenix will ensure that the new tenant is provided with three at no charge.
- Phoenix will ensure that when a tenancy ends, it recovers all the previously issued fobs. Fobs that cannot or will not be used by the new resident will be deactivated.
- When a leasehold property is sold, it is the responsibility of the purchaser to obtain fobs from the seller. Any new or replacement fobs will need to be paid for by the purchaser.
- Phoenix will share appropriate 'fob use' information requests by law enforcement bodies. All sharing of information will be in line with our Data Protection Policy and will be checked before being disclosed.
- Phoenix reserves the rights to refuse to issue fobs to any party.
- Phoenix reserves the rights to deactivate any fob where there are reasonable grounds to do so.

## Monitoring and review

This policy will be reviewed every 3 years or sooner whenever there are changes to legislation, good practice or other learning.

## Legislation

Phoenix will ensure it meets requirements associated with this policy including;

- Health and Safety at Work etc Act 1974
- Landlord and Tenant Act 1985

- Management of Health and Safety at Work Act 1999
- Housing Health and Safety Rating System – Housing Act 2004
- Equality Act 2010
- The Data Protection Act 2018 and General Data Protection Regulations 2018
- Coronavirus Act 2020

## Reference to other documents and associated policies and procedures

Including:

- Anti-Social Behaviour Strategy
- Equality and Diversity Charter
- Group Health and Safety Statement of Intent
- Group Data Protection Policy
- Leasehold Management Policy
- Lettable Standard
- Mutual Exchange Policy
- Phoenix Standards
- Responsive Repairs Policy
- Void Management Policy

## Definitions

Term/acronym	Description
Resident	Includes tenants and leaseholders.
Phoenix	Phoenix Community Housing.
GDX	Brand name of Stanley Security Systems

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