

### **General Responsibilities:**

- Resident Responsibility: Security at Dixon Towers is everyone's responsibility. Residents must ensure that non-residents do not enter the building uninvited or move freely about the building unaccompanied.
- Body Corporate Accountability: The Dixon Towers Body Corporate, managed by the Body Corporate Committee or APL (as the management agent), is responsible for ensuring adequate, secure access to the building.

### **Resident Access:**

- Common Areas Access: Residents have 24/7 access to common areas, including the garage and rubbish disposal area.
- Electronic Access Control: Dixon Towers uses an electronic, access-controlled security system monitoring entry via the front door (from Dixon Street) and movement between the entrance foyer and the garage/rubbish disposal area. Electronic key fobs are required for access to the building and internal access doors.
- Garage Access Control: A separate access-controlled system operates the garage roller door for carpark owners and rubbish disposal service providers. Carpark owners have remote door openers (controllers) for the garage roller door.
- The Commercial Unit has separate street and garage access without needing key fob access to the main building.
- Authorised Administrator/Service Provider Access: Authorised administrators/service providers can activate or deactivate key fobs and garage door controllers or change access permissions. Administrators are reviewed every three years by the Body Corporate Committee.

### **Access Management:**

- A central register of key fobs and garage door controllers, maintained by the Body Corporate Committee, Facilities Manager and the Access Control service provider, held in electronic format.
- Technical Issues: Residents experiencing access issues should contact the Facilities manager during working hours. After-hours calls should be for emergencies only and may incur charges.
- Replacement Key Fobs: Issued during working hours. In case of loss, damage, or theft, residents must contact the facilities manager, tenants should contact their owner or Property Manager to arrange interim access until a replacement is issued.

### **Emergency Protocol:**

- Emergency Exits / Secure doors will automatically release during emergencies, such as a fire, to ensure a quick exit. Access will be re-established once it's safe to re-enter the building.
- No Tailgating: Residents must not allow people to follow them into the building. Responsibility for any unauthorized access falls on the resident or apartment owner whose key fob opened the door.

### **Closed-Circuit Television (CCTV) Monitoring**

- CCTV System: Monitors and records activity in key areas in addition to the access-controlled security system.
- Use of Recorded Data: Used to detect and investigate unauthorized access and non-compliance with Body Corporate Rules. Data may only be shared with external parties (e.g., NZ Police) by Authorised CCTV Service provider or Committee upon receipt of the Police 105 case number.
- Privacy Compliance: Management of CCTV and security system information are managed by Alpha NZ and complies with the New Zealand Privacy Act.

### **CCTV Footage/Data Requests process:**

- Engagement and communication with Police pertaining to 105 reported cases will be undertaken by APL.
- APL does not hold a COA licence for monitoring video footage. The provision of footage will be undertaken by an outside third party.
- Engagement with CCTV footage/data contractor ensuring timeous resolutions and extraction for engaged footage/data.

The Process is to raise a ticket in our system by emailing [maintenance@aplproperty.co.nz](mailto:maintenance@aplproperty.co.nz) with the following details:

Site ID:	e.g., XYZ Apartments
Camera name:	e.g., Foyer camera
Incident Date:	e.g., Friday 24th November 2023
Time range:	e.g., between 9.05 and 9.15am

Footage is downloaded and the data is shared with the Body Corporate or Police directly on instruction by the Body Corporate Chair. For all Body Corporates with CCTV, this is currently managed and completed remotely by AlphaNZ within 24 hours of logging ticket.

Requester cost for services via CCTV contractor (Alpha NZ) is:

- Remotely providing footage – requester cost is \$70+gst per incident.
- Onsite visit and video extraction – requester cost is \$200+gst per incident.
- If it is a severity one (SEV1) requirement i.e., to respond within 2 hours, then there is a \$150+gst additional charge.

## **Keys and Security Access**

### **Building Key Fobs for Residents:**

- Management: Managed via a secure, access-controlled master system by approved service provider Mainline Electrical in conjunction with the Body Corporate and Facilities Manager.
- Assignment: Key fobs are assigned to individual apartments and must not be reallocated.
- Owner Responsibility: Apartment owners or Property Managers are responsible for key fobs issued to their apartment and accountable for any misuse, damages and/or loss.
- Allocation:
- One-bed apartments: 2 key fobs / Two-bed apartments: 3 key fobs
- Locked Out: Owners or Property Managers should have a plan for residents who are locked out.
- Lost or Stolen Fobs: Notify the Building Manager immediately for deactivation. The owner or Property Manager remains liable for any access until deactivation.
- Requests for Additional Fobs: Must be submitted by email by an authorized owner or Property Manager. Direct requests from tenants are not accepted.
- Charges: \$75 per additional or replacement key fob. Payment required before collection.
- Collection: From Mainline Offices or via courier (additional charges apply).
- Deactivation: Unwanted fobs can be returned for deactivation; no refunds provided.
- Building Key Fobs for Service Providers:
- Allocation: Regular service providers may receive key fobs, typically one per entity.
- Access Areas: Determined by the Body Corporate Manager in conjunction with the Body Corporate Committee based on service requirements.
- Requests for Additional Fobs: Made via email and authorized by the Body Corporate Facilities Manager.
- Charges: \$75 per additional or replacement key fob.
- Contractor Access: Without a key fob, access must be arranged via the Facilities Manager.

### **Front Door Intercom**

- Visitor Access: Visitors can gain access by calling the relevant apartment from the intercom panel. Residents should meet visitors at the lift or stairwell doors.
- Garage Access: Visitors do not have access unless escorted by a resident with a key fob.
- Resident Responsibility: Residents granting entry are responsible for the actions of their visitors.
- Programming / Reprogramming: Intercom programming \$35 (remote accessibility to reprogramme) or \$150 (when on site programming is required).

#### **Committee:**

**Dixon Towers Body Corporate 344160**