



October 2020

REPORT ON INTERCOM ENTRY SYSTEMS

at

KINGSWAY GARDENS, ANDOVER

for

ASTER GROUP LIMITED

**(April 2019 Report with additional Residential
Blocks)**

**Gordon Herral Associates
Pear Tree House
Upper Hartfield
East Sussex TN7 4DX
United Kingdom**

Tel: +44 (0)1342 822927

*Fax: +44 (0)1342 826102
<http://www.herral.co.uk>*

Email: gordon@herral.co.uk

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1 INTRODUCTION

1.1 Sites Visited

Kingsway Gardens was visited on 12 April 2019 and 13 October 2020. Gordon Herral Associates (GHA) is grateful for the time given by Mr Richard Townley and Trish Power for their assistance to show parts of the existing Intercom door entry systems.

1.2 Brief

To produce a report for Aster Group Limited on 14 ageing Intercom door entry systems at Kingsway Gardens, Andover, SP10 4BH.

Block/ Communal Entrance:

- 1 - 4 Stuart Court
- 5 - 12 Stuart Court
- 21 - 24 Stuart Court + 1 – 4 Tudor Court (One System)
- 5 – 12 Tudor Court
- 1 – 4 York Court + 21 – 24 Tudor Court (One System)
- 5 - 12 York Court
- 13 – 20 York Court
- 21 – 28 York Court
- 29 – 32 York Court
- 1 – 4 Saxon Court
- 5 – 12 Saxon Court
- 21 – 28 Saxon Court
- 29 – 36 Saxon Court
- 37 – 40 Saxon Court

The brief was increased in October 2020 to include:

- 13-20 Stuart court
- 13-20 Tudor court
- 13-20 Saxon court
- 29-32 & 44-47 Athol court
- 25-28 & 40-43 Athol court
- 21-24 & 36-39 Athol court

2 FINDINGS

2.1 Reports from tenants

2.1.1 On the above blocks it is estimated that during the last financial year (2018/2019) there was ten complaints received about the performance of the communal doors, mainly problems with the actual doors and locks.

2.1.2 On the additional Blocks from 11th July 2018 to 9th October 2020 there were sixty one reports logged concerning the communal doors. Thirty seven were directly connected with the intercom systems.

2.2 The Systems

2.2.1 On the above blocks there was five different models of intercom panels.:



Type 1



Type 2



Type 3



Type 4



Type 5

2.2.2 The make of the Type 1 panel is Videx, vandal resistant Type VR120/136, the Type 3 are Videx 8000 series units, the other units are unknown. The above photographs were sent to BPT, thought to be the supplier of the Type 2 panels, but BPT replied that none of the above were BPT units. The Type 2 panels are likely to be the original panels installed.

2.2.3 The electric door strikes that were identified were Adams Rite. These strikes are quality door strikes that have a reputation for providing a long-lasting service. Others had no markings and were of unknown manufacture and quality. It is understood some of the door locking is by insecure (easily defeated) magnetic locks.

2.2.4 Apparently the hand sets in the apartments are of varying types.

2.2.5 The Videx panels have a Trade button with a Videx Timeclock Unit with BST/GMT time correction.

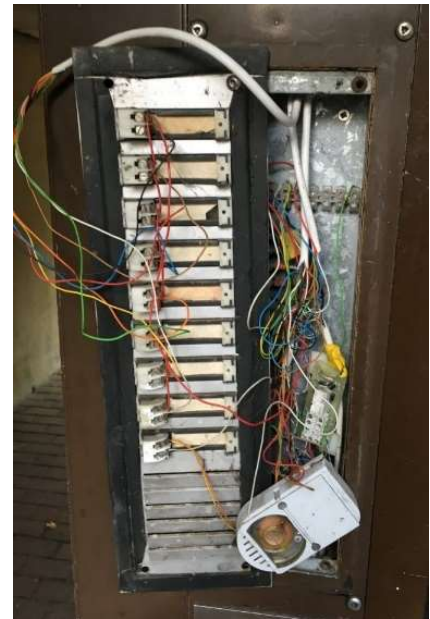
2.3 Maintenance

2.3.1 The systems are currently maintained by Leppard Distribution Systems LLP. They reported in 2019 that they are being called out approximately once per month.

2.4 The Installations

2.4.1 The installations are a mis-match of varying parts. Many have had modifications to keep them working. See table in Appendix one for individual comments on each system.

2.4.2 The condition and quality of the installations seen was very poor. No cable management was identified with wires and cables loose within the units. Modifications like added amplifiers are lying loose within the panels



Kingsway Gardens

2.4.3 Where pushbuttons had failed they have been replaced with others, sometimes in a different place leaving a hole with access to wires.



2.4.4 In one of the service cupboards (found open), there was signs of a fire having occurred and the photograph of the inside of a power supply unit shows the wires and components looking in a bad state.



2.4.5 The cable to a door strike was visible and accessible.



2.4.6 It is understood from the maintenance company that the cabling between the common entry door and the apartments is in reasonable condition and could be re-used.

2.4.7 During the visit on 13 October 2020 access was available to 3 service cupboards with Videx Timeclock Units. Although the units have BST/GMT correction built in, none of the clocks were displaying the correct time. One unit at 13-20 Tudor was 1 hour 20mins fast. The two others were slow - 53mins (Stuart 13-20) and 1 hour 33mins (Athol 29-32 & 44-47).



2.4.8 It was found on the Videx panels that the Trade buttons had to be pressed for a while for the unlocking of the door. It is possible the Timeclock units creates a delay in the unlocking function.

2.4.9 The Videx Unit at 29-32 & 44-47 had brickwork damage exposing a back-box fixing. This should be filled as it will be attractive to vandals to stick something in the gap and wrench the unit off the wall.



3 SYSTEMS AVAILABLE

There are potentially three basic systems available:

- Traditional wired systems
- Wireless systems and
- Networked system

3.1 Traditional wired systems

3.1.1 Tried and tested systems, many lasting for decades

3.2 Wireless Systems

3.2.1 The new easy to install systems

3.2.2 Although encryption methods are getting stronger, the attacks on these systems are becoming cleverer, especially if they are networked based.

3.2.3 They can be jammed, thus preventing the signals reaching the door controllers.

3.2.4 For reliable service over a number of years you need a good relationship with the installers.

3.2.5 The health risks of wireless systems are being taken more and more seriously at international and government level.

3.3 Networked Systems

3.3.1 The versatile systems that can do practically anything you could want them to do. You are able to open the front doors from Australia via a computer or telephone.

3.3.2 They give the possibility of setting up a concierge service across the sets of apartments.

3.3.3 Although encryption methods are getting stronger, the attacks on these systems are becoming cleverer.

3.3.4 Some of the systems need a server and that normally ends up running other applications. Servers take up space and are normally plugged into 13A sockets, which can potentially be switched off by accident. So, to play safe they need to be housed in a secure location driven by an Uninterruptible Power Supply (UPS).

3.3.5 Allowing tenants to use telephones to open the front door can be very convenient, but where you have a large number of tenants this can become a significant management issue keeping up-to-date records of SIM cards, user profiles and preferences etc.

4 RECOMMENDATIONS AND CONCLUSIONS

4.1 As the primary function of the system is to recognise callers and open the front door remotely and reliably over a number of years, it is recommended the existing traditional wired type systems are retained. These could be upgraded to audio/visual units, but this would most likely involve additional cabling to be put in, which could prove difficult and expensive.

4.2 Many of the current installed door entry systems are at or coming to the end of their life cycle and will become increasingly expensive to maintain if they are not replaced. The fact that modifications look like improvisations indicates spares are already unobtainable.

4.3 It is understood the maintenance company has offered to install new systems. If the management of the apartments is happy with the quality of his work, then potentially that is likely to be the most cost-effective route. The company is obviously familiar with the cable routes, which are not obvious. It should be emphasised that the consultant at this time has only spoken to the service company over the phone and has no knowledge of their capability or standard of work, therefore the only recommendation is that this route should be investigated further with other quotes being sought from other installers.

4.4 The other major consideration is the doors. The site inspection found the doors were in a wide range of conditions. It is recommended that consideration is given to repairing/replacing doors as required, and this is carried out in conjunction with any new door entry systems purchase. An inspection of the state of each door needs to be done by a physical door expert to determine the required action necessary for each door.

4.5 The Videx Timeclock units are set to the correct date and time and jumper settings are set to enable automatic BST/GMT time changes. The units are periodically checked for the correct time window setting for the Trade buttons and for the correct time.

5 ADDITIONAL INFORMATION

5.1 Crime figures for Andover Town show a decrease during the first few months of 2020, then a steady increase to pre-pandemic levels. See Appendix 2

5.2 Crime figures for Kingsway Gardens over the last 3 months of available figures (June, July and August) are high with 24 reported crimes. See Appendix 2

5.3 GHA is happy to quote for writing tender documentation and technical specifications, carrying out tender appraisals and acting as the Client's Engineer for any project implementation.

APPENDIX 1

Comments on each system

Block/ Communal Entrance:

	Comments	Intercom Type
1 - 4 Stuart Court	Brass, looks old but ok externally	4
5 - 12 Stuart Court	Modified with replacement switch that does not match others. As type 2 but buttons and name sections reversed.	2
13 - 20 Stuart Court	Looks old but ok.	1
21 - 24 Stuart Court + 1 – 4 Tudor Court (One System)	Looks old with wear and tear. Has a hole in front panel. Recommend replacing.	5
5 – 12 Tudor Court	Looks old with wear and tear.	2
13 – 20 Tudor Court	Looks ok.	1
1 – 4 York Court + 21 – 24 Tudor Court (One System)	Looks old with wear and tear.	5
5 - 12 York Court	Looks very old, recommend consider replacing.	2
13 – 20 York Court	Old but looks ok externally.	2
21 – 28 York Court	Old but looks ok externally.	2
29 – 32 York Court	Old but looks ok externally.	2
1 – 4 Saxon Court	Looks in bad shape. 1 securing screw for front plate missing. Labelling not done properly and some are unreadable. Recommend replacing.	2

5 – 12 Saxon Court	Looks in very bad shape. 2 securing screws for front plate missing. Original Trades pushbutton missing leaving a hole. Replacement trades pushbutton does not match others. Labelling not done properly and some are difficult to read. Recommend replacing.	2
13 – 20 Saxon Court	Videx intercom. Looks old but ok. Residents said sometimes it works, sometimes it doesn't, especially the Trade button. The Trade button issue may be an operator issue – see 2.4.8. Could not locate power supply and Timeclock unit.	3
21 – 28 Saxon Court	Looks in bad shape. 2 securing screws for front plate missing. Labelling not done properly and some are difficult to read. Recommend replacing.	2
29 – 36 Saxon Court	Looks in very bad shape. 2 top securing screws for front plate missing. Labelling not done properly and some are unreadable. Recommend replacing.	2
37 – 40 Saxon Court	Looks in very bad shape. Front plate screw not fitted securely. recommend replacing.	2
29 – 32 & 44 – 47 Athol Court	Looks ok. When door is fully opened it stays open and does not close.	1
25 – 28 & 40 – 43 Athol Court	Looks ok. Outer door panel is cracked. Door does not always close and lock when released after passing through the doorway. Could not locate power supply and Timeclock unit.	1
21 – 24 & 36 – 39 Athol Court	Looks ok. Could not locate power supply and Timeclock unit.	1

APPENDIX 2

Crime Stats for Andover Town and Kingsway Gardens



Andover Town

Top reported crimes

Most commonly reported crimes during Aug 2020

Violence and sexual offences	169
Anti-social behaviour	87
Public order	52
Criminal damage and arson	24

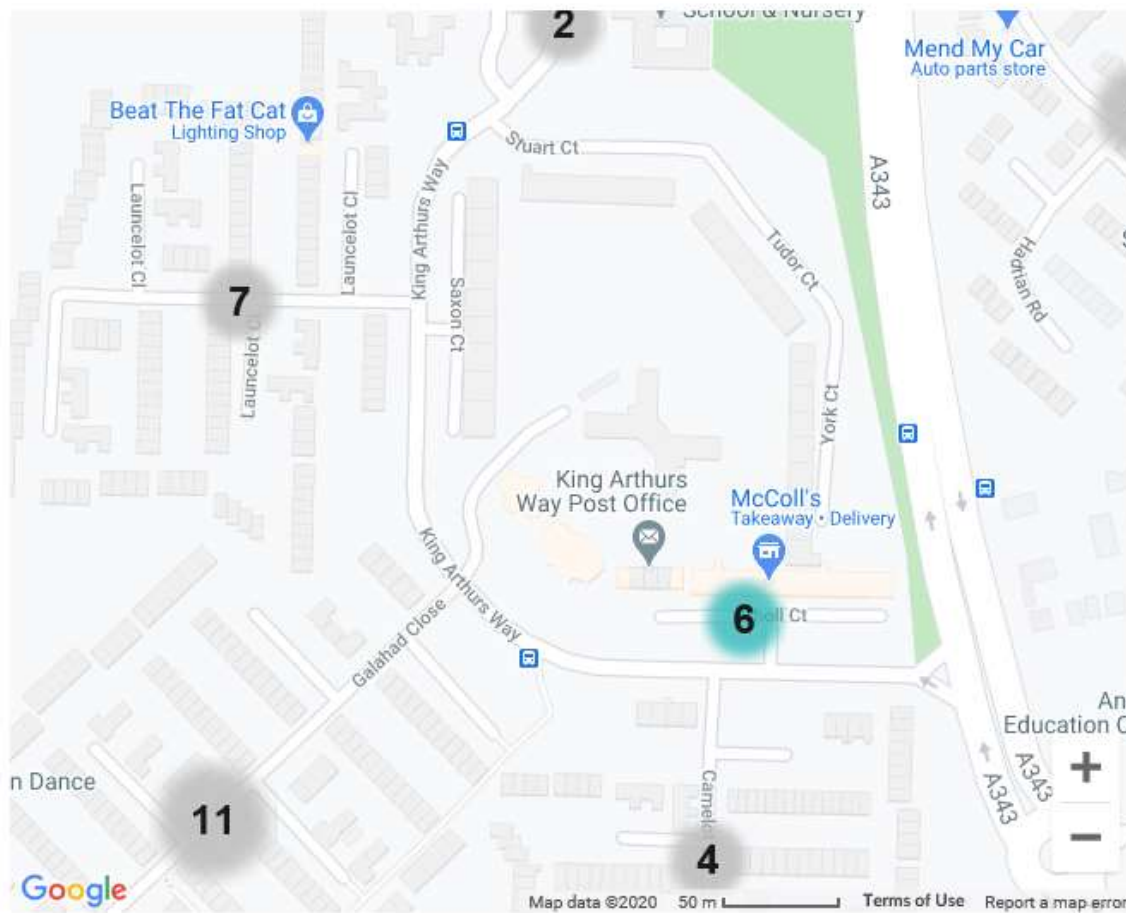
Crime levels overview

Crime for last year



Andover Town

Month	Total	Percentage
Sep 2019	464	10.4%
Oct 2019	428	9.6%
Nov 2019	319	7.2%
Dec 2019	362	8.1%
Jan 2020	323	7.2%
Feb 2020	370	8.3%
Mar 2020	353	7.9%
Apr 2020	284	6.4%
May 2020	309	6.9%
Jun 2020	337	7.6%
Jul 2020	470	10.5%
Aug 2020	440	9.9%



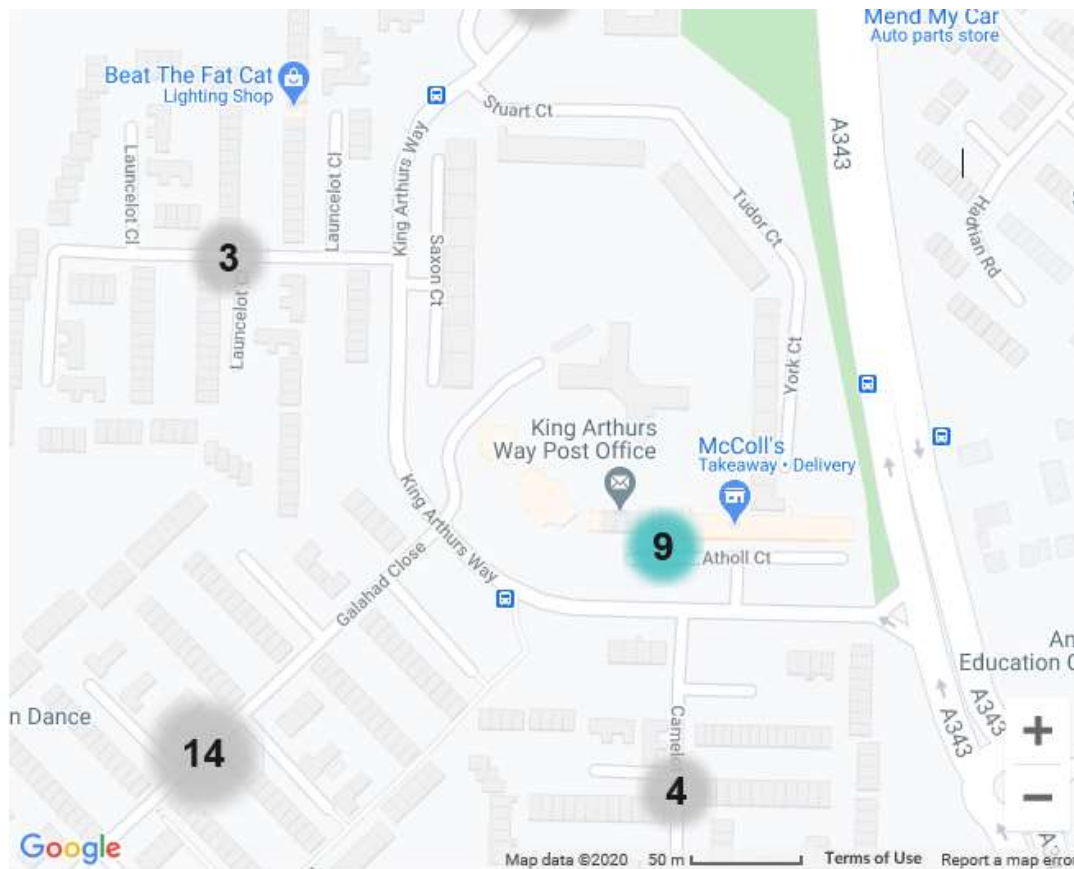
All Crimes (337)

June 2020

6 crimes were reported here in June 2020

Violence and sexual offences	3
Anti-social behaviour	1
Criminal damage and arson	1
All other crime	1

Kingsway Gardens – June 2020



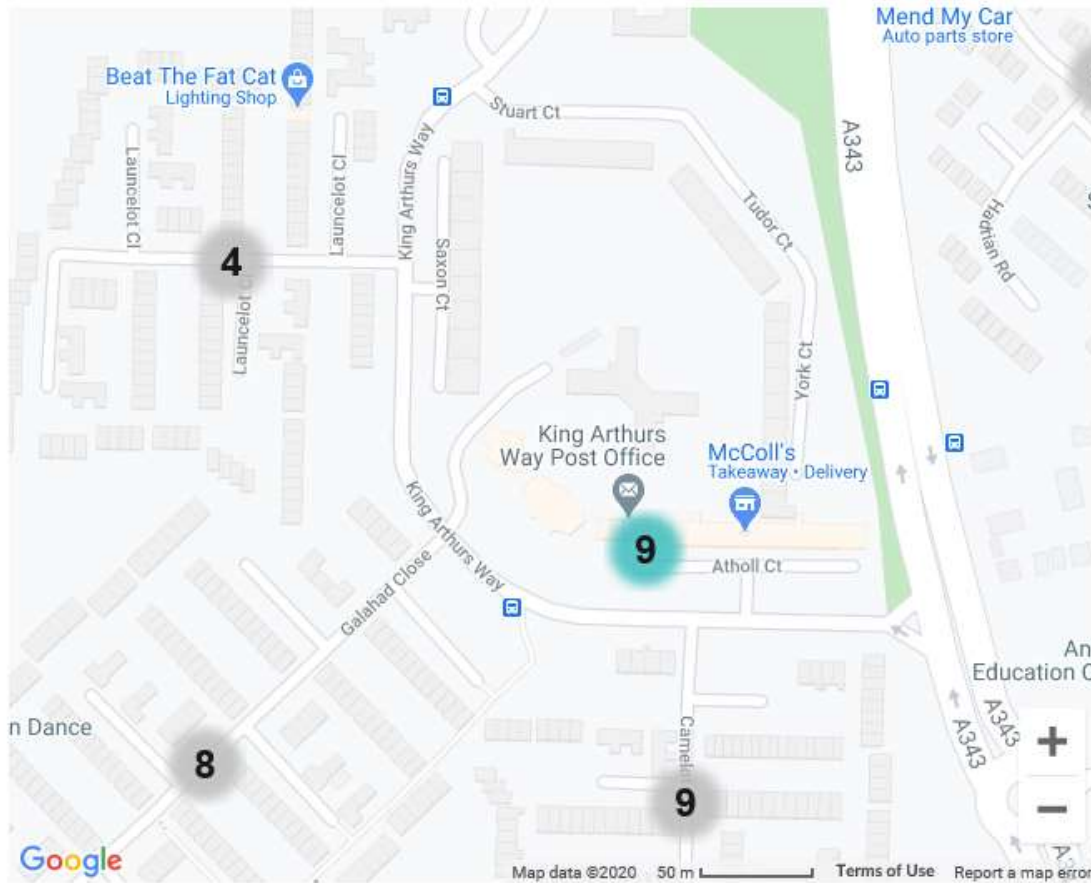
All Crimes (470) ▼

July 2020 ▼

9 crimes were reported here in July 2020

Public order	4
Anti-social behaviour	1
Criminal damage and arson	1
All other crime	3

Kingsway Gardens – July 2020



All Crimes (440)

August 2020

9 crimes were reported here in August 2020

Anti-social behaviour	3
Public order	2
Criminal damage and arson	1
All other crime	3

Kingsway Gardens – Aug 2020