AdurHomes

PUTTING RESIDENTS AT THE HEART OF WHAT WE DO

Communal Entrance - Door Entry Improvements
Frequently Asked Questions

What is the new door entry system?

The proposed new Entrotec systems are electrical rather than mechanical, making use of magnetic locks and radio frequency identification (RFID) fobs rather than keys.

You will still have a handset within your home to speak with callers and give them access. The fobs you will be given will be linked to your flat, we will give you 3 different colour fobs.

Why are the fobs different colours?

The fobs are 3 different colours, so that in the event they are lost, we can easily identify which one was lost and remove it from the system, preventing unwanted access into the building.

How will my new fobs be given to me?

On the day of the installation for your block, Entacom will give you 3 fobs. If you are not home, they will post the fobs through your letterbox, and take a photograph to evidence they were posted.

What happens if I am unavailable on the day of installation?

Entacom will be posting your fobs through your letterbox at the end of the day, when they have completed the other installations at your block. You will then be able to access and exit the building using the fobs. (Please make sure you make arrangements to get into the building on your initial return, if you are not going to be there to collect the fobs from Entacom).

You will need to arrange to have your handset installed as soon as possible, so that you can answer any calls to your property and let visitors into the building.

Is data collected from the use of the fobs?

Block entry information recorded via the key fob readers is stored by each block's Fob Access Control System, known as the PCB. The PCB has enough capacity to store up to 10,000 entries. Once this number is reached, it will start to overwrite the earlier events.

The PCB for each block is located in the locked electrical intake cupboard in the communal area, which is secured by the door entry system. The information stored on the PCB cannot be remotely accessed. Access to the intake cupboard is controlled by the Council's Building Services Team and is restricted to those who have official business to undertake in that location. Access to the system itself, within that cupboard, is even further restricted to Council employees whose role it is to undertake maintenance and essential servicing of the door entry systems specifically. In order to view the log of entries, that person has to plug in a password protected Adur and Worthing Councils laptop.

The PCB records which fobs are allocated to which flat but not the names of those residing at the property. Information about the tenants or leaseholders is recorded on the separate Housing Management System (HMS), administered by Adur Homes staff, and is only accessible via a separate password. No information regarding key fob allocation is recorded on the HMS.

The manufacturer of the key fob equipment has verified that the system is GDPR/DPA 2018 compliant with no personal information stored. The Council accepts that there is a very small risk that a living individual could possibly be identified indirectly with a combination of the data stored by the PCB and data stored on the Council's Housing Management System. However, two separate systems would have to be accessed to link the name of a resident with the serial numbers of the fobs allocated to their flat. Additionally, there will be no way of knowing which of the three fobs allocated are used by the tenant/leaseholder and which by individuals the resident has given fobs to, who may or may not be members of their household. This, therefore, provides a high degree of anonymisation and the risk is therefore considered negligible in

comparison to the benefit to residents of better controls on who can access communal areas of Adur Homes properties.

The Council will only interrogate the data held on the PCB for the following reasons:
a. When the Police make a valid data request under Schedule 2 Paragraph 2 of the Data Protection Act 2018
b. When the data is required to investigate a formal allegation of gross misconduct by a member of staff and the data is likely to shed light on the matter;
c. Here the data is required to provide evidence in a serious allegation of anti-social behaviour.

In all these cases, access will only be given with the permission of the Head of Housing and the confidentiality of the data and who is able to access it will be closely controlled. Other than in these cases, access data will not be used in any way to generally monitor resident activity.

Please visit our website for more information.
https://www.adur-worthing.gov.uk/housing/privacy-notice/

Who do I contact if I lose a fob?
You will need to contact the contact centre 01273 263000 to arrange replacement of a lost fob, there will be a cost of £18:00 for a replacement. You will also need to tell us the colour of the fob you have lost, so we can delete it from the system.

Who do I contact if I want to purchase more fobs?
You will need to contact the contact centre 01273 263000, if you wish to purchase a new fob. There will be a cost of £18:00 per fob, and we aim to programme fobs within 6 working days.

Will the works in my property cause any damage/decoration?
The handset will be placed in the same position as the existing one. The dimensions of the new handset may vary slightly from the existing one. We will not be able to carry out any decoration works.

I am a leaseholder, do I need to pay for this?

Due to the relatively small cost of these works, we are not required to carry out S20 Leasehold consultation. However, please note leaseholders will receive a charge on the 2022/23 account to a maximum of £250 for these works.

Who do I contact to report a repair?

Please contact Building Services on 01903 221023 or use the online portal https://www.adur-worthing.gov.uk/adur-homes/request-a-repair/