



Door Entry System Strategy

2013 – 2015

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Foreword

There are a number of properties throughout the Association's estates where there are currently no door entry systems (DES) installed.

The Association wishes to implement a programme of installation but we are aware that there are a number of issues and considerations which make this a complex matter, including the fact that these blocks are in multiple ownership. Therefore the timing and content of the works has an impact on owners and tenants

In an attempt to create awareness of the DES programme proposals, explore the issues and overcome any potential barriers to a successful installation process this strategy has been developed in conjunction with tenants, owners and Association Management Committee members and staff.

We would like to thank all tenants and owners who took the time to give their views on the matter.

Wullie Baxter
Programme & Regeneration Manager
Paragon Housing Association Limited

March 2014

Background

What does a door entry system do?

The benefits of Communal Access Control (Door Entry Systems) can be summarised as follows:

- Protects the Associations Assets & reduce vandalism
- Protects residents within communal blocks
- Restricts unauthorised entry
- Can provide audit trail
- Eliminates key problems
- Provides a higher level of security to that of a standard door
- Will reduce the risk of security threats when used properly
- Can provide increased peace of mind
- Can reduce insurance premiums

Why do we require a programme of installation?

The Association requires installation of new or upgrade existing communal doors to a significant number of Door Entry Systems (DES), otherwise known as Controlled Entry Systems, over the period 2012-2015 (SHQS Timeline).

There are several drivers behind this programme

1. To meet the aspirations on tenant and other residents to live in a safe and secure environment
2. The need to replace components which are at the end of their useful life.
3. To meet the requirements of the Scottish Housing Quality Standard
4. To protect the physical fabric of buildings from misuse and damage

What is the extent of the programme?

A breakdown of controlled entry systems is attached at Appendix 1

From this it can be noted that there are 34 new systems required 2012 – 2015.

When the stock transfer properties were acquired from Scottish Homes the Association inherited a mixed portfolio of flatted housing stock with a variety of arrangements in place as regards door entry systems.

This varies by areas as below

- full systems had been installed in 100% tenanted blocks
- full systems installed in mixed tenants / owned blocks where owners had agreed to pay for this
- no systems installed where mixed tenants/ owned blocks and owners had not agreed to pay for this
- no systems installed in any blocks in estate e.g. Kerse Rd, Abbotsgrange 4-in-block (corner blocks)

Why do we require a strategy for this type of work?

This is not a straight forward programme whereby the work can be undertaken on a discreet basis to Association properties allowing owners to choose whether they participate or not.

Due to the nature of the works, if owners are not obliged or cannot be persuaded to participate then Association tenants will be disadvantaged either by their close being bypassed for the works or having to collectively fund owners' shares through rent monies.

It is also important to understand that owners will be under financial pressure to fund the capital element of the works in the timescales we require and also may have concerns about the future costs of maintaining systems. It should be noted that there are no grants available at this time for this type of improvement.

The other major issue is the need for the Association to meet the requirements of the Scottish Housing Quality Standard in the required timescale of 2015.

This strategy aims to explore the issues involved and provide a clear course of action for taking matters forward.

Aims & Objectives of the Strategy

To effectively deliver a programme of Door Entry System installations which meets, as far as possible, the following objectives by 2015

We will do this by:

- Identifying the issues and risks faced in delivering the programme
- Developing strategies to mitigate or minimise these risks
- Clearly setting out the Association's policy by evaluating options
- Quantifying the resources, financial and personnel, required to deliver the programme
- Setting the delivery timescale
- Ensuring effective involvement through a consultation programme
- Developing solutions to assist owner occupiers to participate in the programme
- Setting out technical specifications to ensure good quality systems are fitted which can be maintained on a cost effective basis.

What are the Issues?

Scottish Housing Quality Standard

The Minister for Communities on 4 February 2004 announced that following the recommendations of the Housing Improvement Task Force, a cross tenure Scottish Housing Quality Standard in line with the commitment in the Partnership Agreement¹ to introduce a decent homes standard. The Minister set 2015 as the target date for local authorities and social landlords to achieve the standard and also asked landlords to submit Standard Delivery Plans (SDPs) for meeting the Standard to Communities Scotland as was, Scottish Government HRD as is by April 2005.

Paragon HA submitted the SDP in April 2005 with a further update again April 2007. The SHQS can be summarised as follows:

- Compliant with the Tolerable Standard
- Free from disrepair
- Energy efficiency
- Provided with modern facilities
- And healthy, safe & secure

¹ A partnership for a Better Scotland: Partnership Agreement, The Scottish Executive, 2003

The installation of DES falls within the safe & secure definition which states "Front door entry systems and secure rear access to enclosed common areas".

Owners

One major factor which makes this door entry programme complex is the legal and financial position of owners in the common closes.

The general "rule of thumb" in dealing with owners responsibilities for common works is to assume that where an existing component requires to be replaced as essential maintenance then owners will be liable to pay a share, split in accordance with the provisions of their title deeds. When replacing a component it does not need to be fully "like for like" but can be a modern day equivalent.

Carrying out a repair can include the removal & replacement (e.g. broken door) and there can be 'improvement' provided it is incidental to the maintenance. Modernising an existing feature using up to date materials and technology is permissible.

A good example taken from SFHA Factoring Guidance is:

"An old communal front door is to be replaced and the factor (or an owner) proposes a door entry system. This is a 'repair' and can be agreed by the majority. The Association, which still owns the majority of the flats in the block is keen to install a strong 'Pensher type' door which has proven successful elsewhere in reducing vandalism and nuisance. These doors are considerably more expensive than a standard door entry system. This is probably an 'improvement' rather than a repair. It is not 'incidental' to the repair of the door since a cheaper alternative is available. If it is an improvement then the consent of all owners is required and the Association cannot make a decision using the majority vote".

It should be noted that there could be a difference of opinion over what constitutes an 'improvement'.

If the work is of an improvement nature e.g. first time installation of the door entry system, then owners cannot be compelled to take part in the works without agreement and they would also have to agree to the future maintenance of the system.

While this is a reasonable starting position to the understanding of the legal position, it is further complicated by the fact some types of replacement systems may be deemed to be over and above the standard like for like replacement with modern day equivalents as explained above.

Another factor is that systems can be costly to install and the timing of the works is due to the requirements of the Association's programme which is largely dictated by the requirements of the Scottish Housing Quality Standard.

The SHQS delivery plan guidance states that "it will be sufficient for the landlord to show that it has done everything possible to persuade owner occupiers to contribute to the common works required" and proof of this must be submitted. If it has not been possible to undertake the works then the landlord may submit, at the appropriate milestone reporting stage that the stock should be regarded as meeting the Standard (exemption) provided it complies in all other respects. Such submissions must be backed by robust stock condition evidence. There is also the option of applying for an abeyance to install at a date beyond the SHQS 2015 target.

At this time there are 34 blocks requiring a new DES. The breakdown of tenure is 82 owners and 126 tenants being affected by the proposed DES works.

Decision Making

One of the weaknesses of many older title deeds was the lack of clarity about how decisions would be made. In the absence of any specific provision to the contrary, this meant everyone had to agree to work being carried out. If there is a clear provision in the Deeds then that remains operative, even if that provision is for a 100% agreement.

Scottish Homes introduced a standard deed of condition for flatted properties purchased through RTB after July 1988 that included factoring conditions. One of the standard factoring conditions (clause 9) covers shared charges and how decisions will be made. This clause allowed each household to contribute to the decision making process by casting a vote. A simple majority of votes amongst those who attend a meeting or vote will determine the outcome. The factor will only be able to vote if he or she is an owner within that block. As an owner, Paragon HA will be entitled to one vote per tenanted property.

Where a majority make a decision any owner who did not favour can apply to the Local Sheriff Court for annulment of the decision. Before granting annulment the Sheriff would have to be satisfied that the decision:

- Is not in the best interest of all (or both) the owners taken as a group; or
- Is unfairly prejudicial to one or more of the owners

This application has to be made within 28 days of the meeting/vote of notification of the decision.

It is recommended that all owners Deeds of Conditions are checked for exact factoring condition for each flatted property. This is a requirement that is done to ensure divisor for share of any works costs is correct.

Also please refer to the Common Repair, Common Sense booklet produced by Consumer Focus Scotland previously issued, pages 9, 10 & 11 scheme property/decisions. The scheme property / decision route may determine the final outcome for individual blocks.

It should be noted that this strategy is not an authoritative guide to the law and owners should seek their own legal advice if required.

Finance

It is planned to undertake a major programme of DES installation and renewal during the period 2013-2015.

It should be noted that the undernoted figures are estimates at this time however this provides a guide for budgeting purposes.

The estimated cost provision for the first time installations is £324,380.00 exc. vat

The total DES programme estimated costs is £324,380.00 with 39.4% recoverable (£127,805.72) from owners if all agree to participate.

The Association has a 30 year business plan in place and planning the achievement of 100% compliance with the SHQS by 2015 is fully integrated into the plan at this point.

Technical Specification

Maintenance – Repair, use and abuse of systems

Communal areas especially the entrance doors by their very nature are subject to high wear and tear through serving multiple households. The aim of this section is to try to establish the best performing types of Door Entry Systems and provide repair costs associated with each type.

It should be noted that this information is based on **EXISTING** systems currently installed.

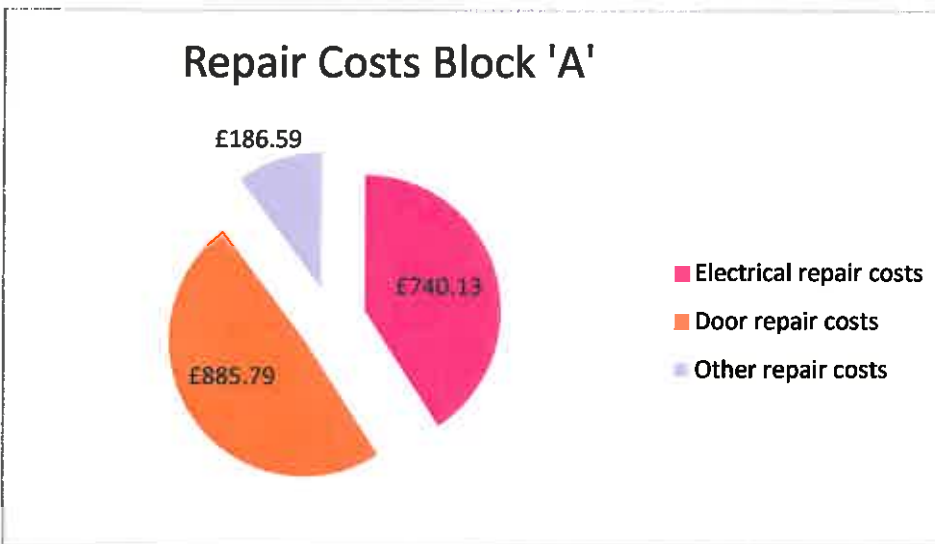
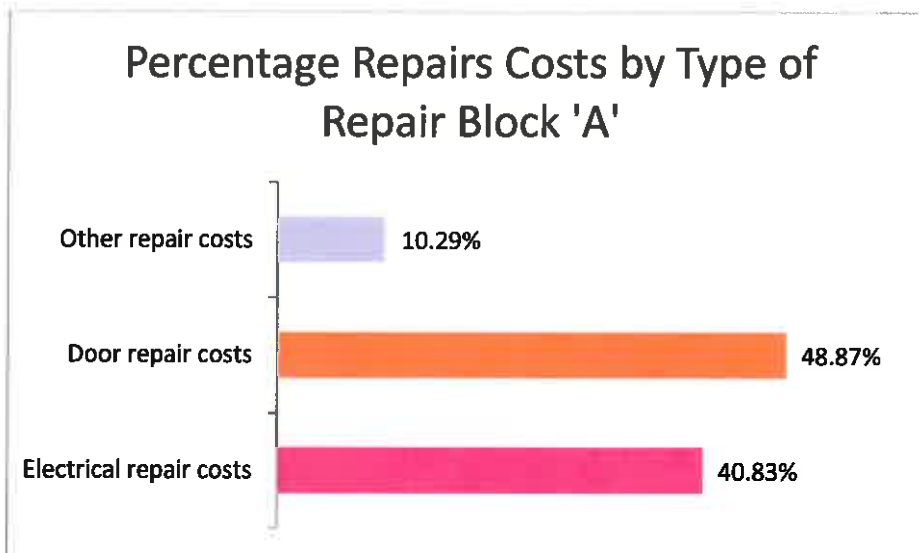
A recent analysis of alternative door styles / manufacture shows that by far more repairs are carried out on timber / composite constructed doors with steel doors performing the best, particularly where new electrics have been installed while renewing with a steel door.

The following charts show

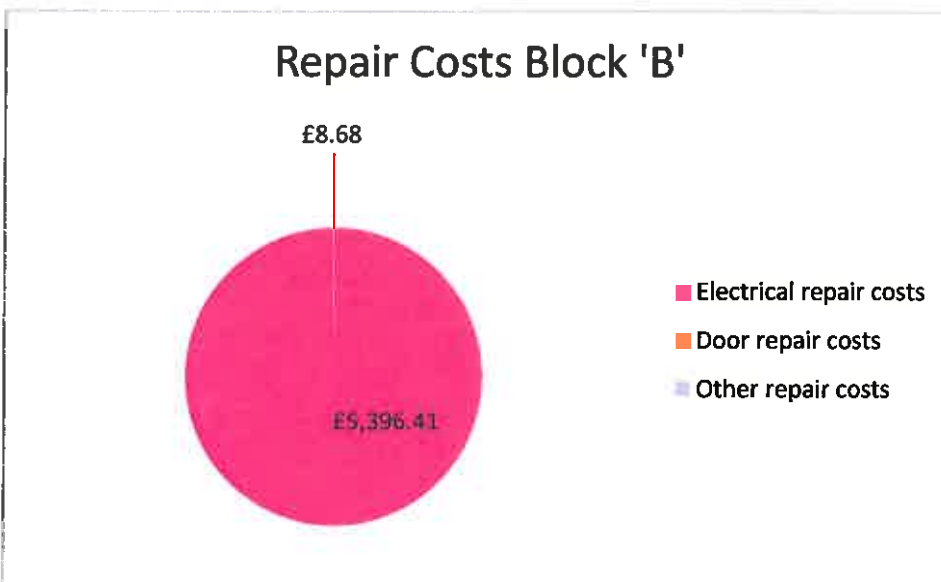
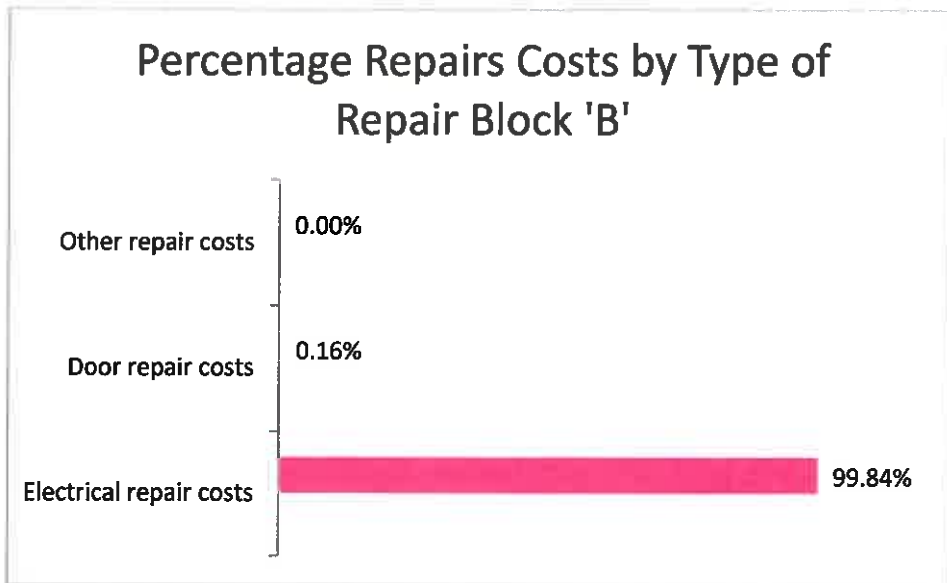
1. The repair cost per door type per block.
2. The proportion on repair cost by fault type i.e. door, electrical and other (e.g. vandalism, misuse etc.)

Analysis of door styles / manufacture

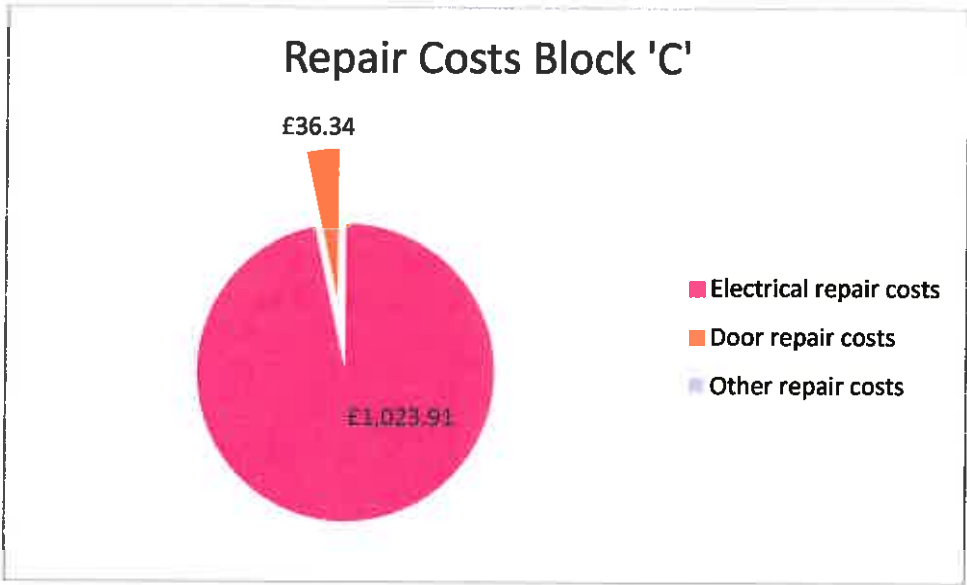
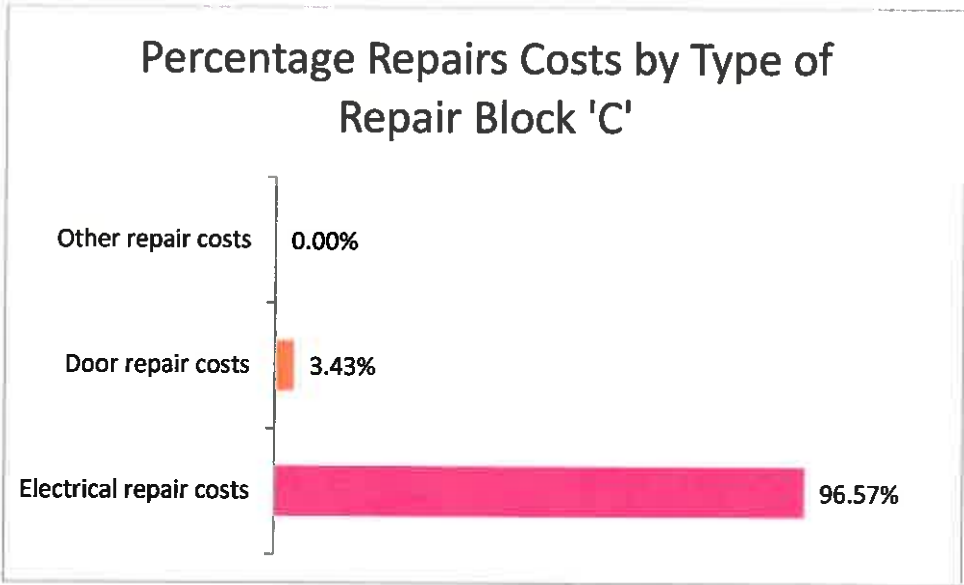
Block 'A' - Timber/Composite DES
Analysed period 2000-2013



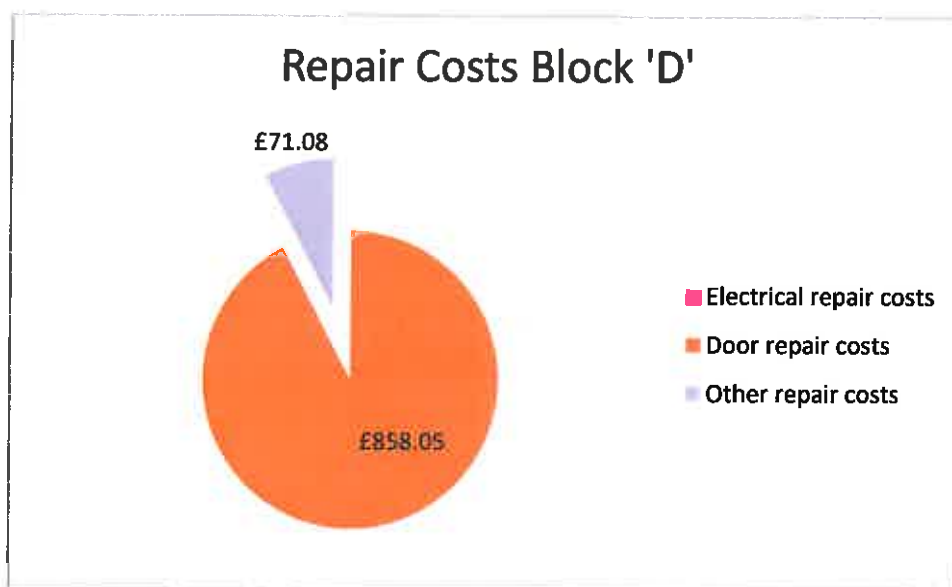
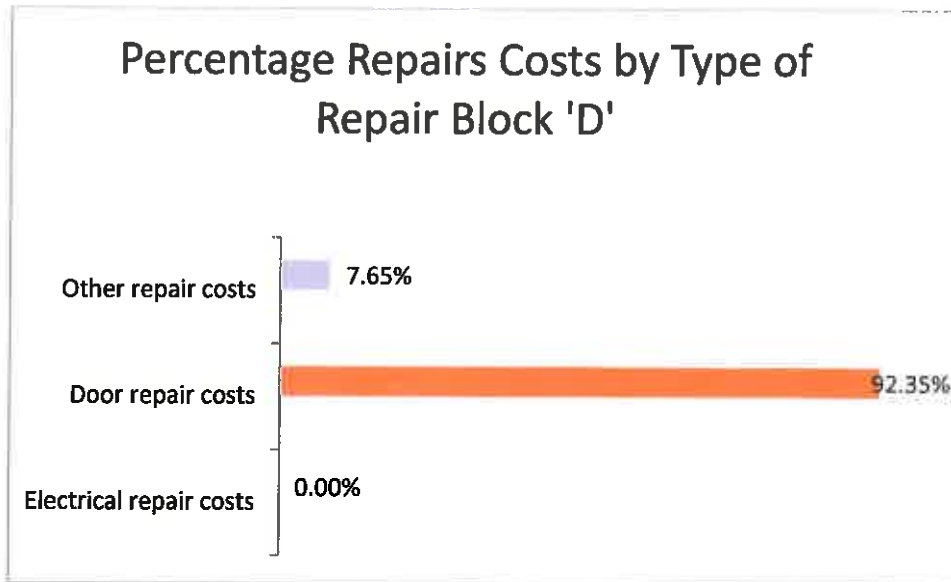
Block B - Sitex (steel) DES existing electrics
Analysed period 2000-2013



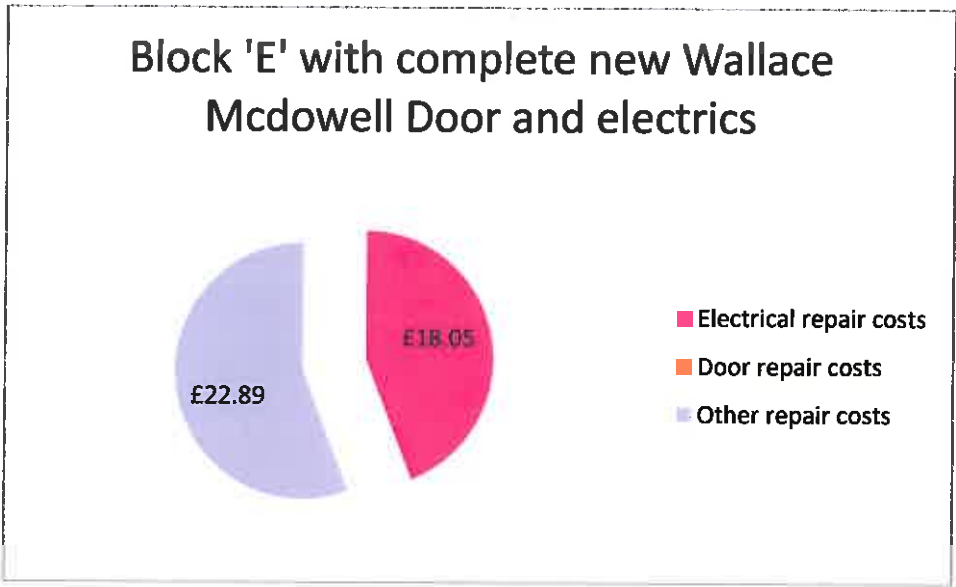
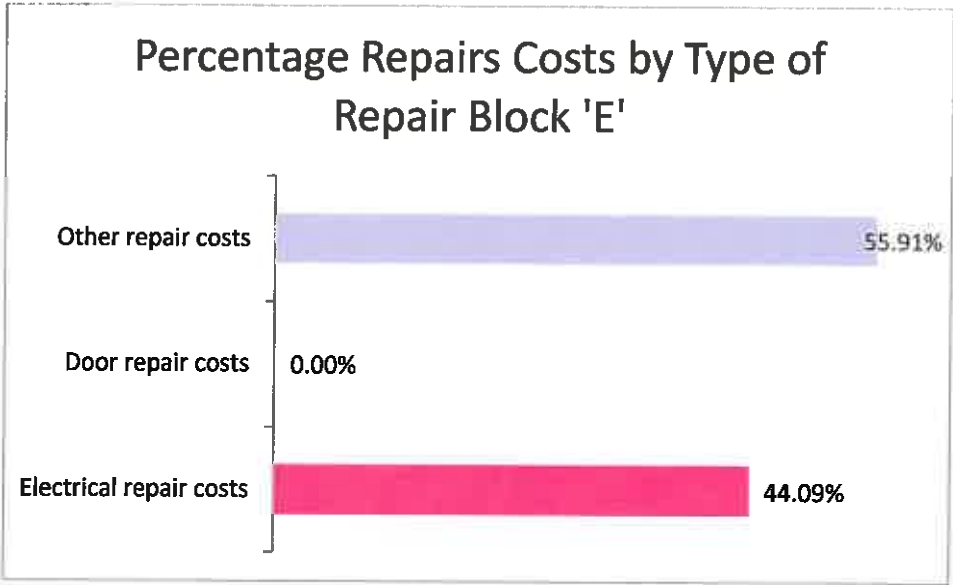
Block 'C' - Wallace McDowell (steel) DES existing electrics
Analysed Period 2000-2013



Block 'D' with original timber doors no DES
Analysed Period 2001-2013



**Block 'E' with complete new Wallace Mcdowell and electrics
Analysed Period 2001-2013**



Technical Specifications

The specifications recommended for both the door entry system & door construction specifically target the areas prone to wear/tear/vandalism etc.

There are three common types of door entry systems, and each system has been used in properties owned by the Association

- Key Operated
- Swipe Card
- Fob Key

Each of these systems has advantages and disadvantages, and these are outlined below:

System Type	Advantages	Disadvantages
Key operated	Strong and hard wearing (key)	Prone to vandalism – especially on a timber door Lost keys expensive to replace (security type lock) Time consuming to get replacement cut Lost keys can be used by others
Swipe Card	Light to carry and can be stored as with bank cards in wallets and purses etc.	Easily broken Not hard wearing Expensive compared to others to install & replace Easily vandalised/damaged
Fob key	By far the most common system used Robust and hard wearing Lower cost to replace Can be replaced by in-house staff quickly Can delete lost fobs Comfortable to carry/use	Older systems were limited to 99 fobs then had to be wiped clean and reprogrammed as opposed to the new systems that can accommodate 999 fobs before requiring cleaned out.

It is recommended that the key fob system is specified as this is the most secure and cost effective type to be installed to a DES.

There are three main door constructions type, each system has been used in properties owned by the Association all of which have been analysed based on a sample of 5 blocks of flats over the 14 year period from 1999 until 2013.

These door construction types are:

- Timber
- Composite
- Steel

Each of the door constructions has advantages and disadvantages, and these are outlined below:

Construction Type	Advantages	Disadvantages
Timber	Lower costs to manufacture & install than Composite or Steel	Not as robust as alternatives Regular planned painterwork & maintenance works required Prone to movement – expansion & shrinkage and where damage has occurred, complete renewal may be required. Not fire proof
Composite	Lighter door in weight to others Lower costs than steel to manufacture	Not as robust as alternatives Regular planned painterwork & maintenance works required Poorer fixing properties for ironmongery e.g. closers etc Normally unable to repair where excessive damage done and results in complete replacement
Steel	By far the most common system used by social landlords Robust and hard wearing Low maintenance, fire proof Fit for purpose – actually works	Regular planned painterwork & maintenance works required Most expensive option of all three

This exercise has identified that steel doors and frames with a fob system would be the more advantageous to specify in future projects and this would be the Association's preferred standard where appropriate.

Contractors

The manufacture and installation of the steel door system are done by specialised contractors such as Pensher, Wallace McDowell, Orbis & Sitex etc.

Anti-Vandal Security Doors and Screens

Vandalism can be a problem and the above contractors state that they consider this as part of the design of the communal door entry systems.

A range of steel, stainless steel, glazed, controlled entry security doors have been developed over the years to resist consistent abuse and misuse.

The undernoted design features aim to tackle this issue.

Glazing

Design needs to take account of the need for light in closes/ entrance areas. However the requirement to maximise light has to be balance by the need for the glazing to be strong enough to resist force. Any door type selected should reflect this balance.

Stainless Steel Door designs

Stainless steel can be in a variety of finishes including pressed raised profile finishes.

Controlled Entry

Controlled entry is often a requirement in communal housing situations. The door needs to be released by the resident from a position away from the door. The resident is often issued with special proximity keys (i.e. fobs) or token to release the door. This is a typical scenario for the DES doors. The controlled entry panel can be located in the side screen of the door-set, and all wire ways are concealed in the hollow frame construction.

Magnetic Locking

The use of slim-line magnets in controlled entry locking is also advantageous. These magnets have no moving parts for vandals to destroy. They have extremely high holding forces and give a positive locking action with none of the rattle associated with electronic keeps and motorized deadbolts.

Anti-finger Nip

All contractors have developed hinge designs to prevent nipping of children's fingers. The newest device on the market incorporates the use of a continuous hinge which is situated in such a way that even when the door is closed there is a gap which will not trap fingers.

Automatic Operators to Assist with Mobility Issues

It is essential that all people have easy access to public buildings and communal blocks. The above contractors have adopted the use of a leading swing door operator, where this is a requirement. This highly reliable operator interfaces with controlled entry systems to be a completely safe device for all users.

Initial Consultation

Owners and Tenant's Responses

Tenants and owners were issued with a survey form in October/November 2012. A copy of the newsletter and survey form are attached at Appendix 2 . An analysis of responses is shown below.

Consultation Breakdown

Consultation Responses By Tenure/Area

Tenure	Total Number Surveys Issued	Total Number Surveys Returned	Number Surveys Issued Grangemouth	Number Surveys Returned Grangemouth	Number Surveys Issued Denny	Number Surveys Returned Denny	Number Surveys Issued Laurieston	Number Surveys Returned Laurieston
Tenants	122	36	82	24	34	9	6	3
Owners	86	27	61	21	22	4	3	2
Total	208	63	143	45	56	13	9	5

Comments

- 63 surveys were returned – 30% response rate
- 36 tenants responded – 30% of those tenants surveyed
- 27 owners responded- 31% of those owners surveyed

Interest Levels - Owners

Interest Level	Grangemouth	Denny	Laurieston	Total
Very interested	4	1	1	6
A bit interested	3	0	1	4
Not interested	10	1		11
Not sure - would need more information to decide	4	2	0	6
Total	21	4	2	27

Comments

- 27 owners responded- 31% of those owners surveyed
- 10 are very interested / a bit interested – 37% of those responding
- 11 are not interested – 41% of those responding
- 6 would need more information – 22% of those responding

Interest Levels – Tenants

Interest Level	Grangemouth	Denny	Laurieston	Total
Very interested	17	5	3	25
A bit interested	2	2	0	4
Not interested	3	2	0	5
Not sure - would need more information to decide	2	0	0	2
Total	24	9	3	36

Comments

- 36 tenants responded- 30% of those tenants surveyed
- 29 are very interested / a bit interested – 80% of those responding
- 5 are not interested – 14% of those responding
- 2 would need more information – 6% of those responding

Reasons Why May Not Participate – Owners by Area – Note more than one reason can be given

Reasons	Grangemouth	Denny	Laurieston	Total
Cost of having system installed	16	3	1	20
Ability to pay for system upfront	11	1	1	13
Worried actual costs of installation greater than estimated costs	7	3	1	11
Don't think system is required as security and privacy not an issue in my block	12	1	0	13
Concerns about future repair & maintenance costs of the system	9	3	1	13
Concerns about the type of system that would be installed	7	1	0	8
Concerns about the standard/quality of work	7	2	0	9
Concerns about the abuse/misuse of the system after installation	11	2	0	13

Comments

- Owners often gave multiple reasons why they had concerns / may not want to participate
- The most prevalent reason was the cost of installation
- Significant number believe security not an issue in block
- Reasons for not participation was given in all categories

Where Owners Stating Not Interested/ Reason May Not Participate

- Top reason for non participation given is security / privacy in not issue in block
- Second most common reason is the costs of having the system installed

Reasons of Owners Stating Very Interested / Bit Interested/Reason May Not Participate

- Top reason is cost

Reasons Why May Not Participate – Tenant by Area – Note more than one reason can be given

Reasons	Grangemouth	Denny	Laurieston	Total
Don't think system is required as security and privacy not an issue in my block	6	2	0	8
Concerns about future repair & maintenance problems	4	3	0	7
Concerns about the type of system that would be installed	3	2	0	5
Concerns about the standard/quality of work	1	1	1	3
Concerns about the abuse/misuse of the system after installation	3	3	1	7

Comments

- The majority of tenants (80%) were very or a bit interested in participating but still had issues about what may stop them getting involved in the project
- Tenants often gave multiple reasons why they had concerns / may not want to participate
- There are concerns about abuse and misuse of the system and future repair and maintenance
- The most prevalent reason given where tenants were not interested was that they did not consider that security or privacy was an issue in their block

Barriers and Possible Solutions

As a result of the initial consultation we can anticipate the barriers to owners and tenant involvement in Door Entry System installation.

To counter these barriers and address concerns we have developed possible responses and issued the first draft of this strategy to interested parties for comment and suggestion.

Following our newsletter/consultation we have pulled together a list of barriers raised that could prevent both owners & tenants participating in future DES installations.

The barriers have been listed below along with possible solutions for each.

Barrier	Possible Solution/Options
Costs associated with installing DES	Access to finance via local credit unions – see attached information sheet
	Option to take a charge over owned property to be repaid at point of sale but no guarantee of return – last resort
Ability to pay for installation up front	Normally the Association requires payment within 12 months of invoice issued. Set up repayment plan with Association to take advantage of early payments and spread over longer period.
	Suitable % deposit is all that would be required upfront along with contract agreement
	Where repayment plan not set up, final invoice will only be issued on completion of practical completion certificate (normally within 12 month period of install)
Concerns that actual/final cost will be greater than estimated	The Association procures most contract works through a competitive tender process that also takes quality into account.
	Provisional sums and contingencies area allowed for through this process. Any unforeseen works that may increase costs are taken for as part of the procurement process and built into the estimate provided.

Barrier	Possible Solution/Options
No requirement for a DES	<p>Promote benefits to residents</p> <p>The benefits of Communal Access Control can be summarised as follows:</p> <ul style="list-style-type: none"> • Protects assets & reduce vandalism • Protects residents within communal blocks • Restricts unauthorised entry • Can provide audit trail if appropriate software • Eliminates key problems • Provides a higher level of security to that of a standard door • Will reduce the risk of security threats when used properly • Can provide increased peace of mind • Can reduce insurance premiums • Will add value to the properties • Changes in flatted occupation (both tenanted and owners) or neighbouring surrounding changes could affect security • Heat loss from communal area can be reduced as doors shut • Helps maintain communal areas cleanliness and maintenance standards

Barrier	Possible Solution/Options
Concerns about future repair & maintenance costs	Extend the warranty beyond 12 month manufacturer's period to 24 month. This could be done through negotiation with contractor but may result in a higher upfront cost.
	Capped repairs costs for set period or set annual up fixed price annual maintenance contract for owners
	<i>Both above would exclude vandalism/misuse. Where this can be proven re-charging to culprit could be exercised. Would require commitment from residents to report incidences</i>
Concerns about type of system to be installed	The specifications recommended for both the door entry system & door construction specifically targets the areas prone to wear/tear/vandalism etc
	Involvement of tenants and owners in preparing specifications.
	Involvement in contractor selection / appointment process
	Involvement in quality control process – surveys, user panel etc
Concerns about the quality/standard of work	As above
Concerns about abuse/misuse of system after installation	System demos for all residents as part of installation
	Advice on use on web site/handbook – possible video clip / DVD
	Ongoing system demos for all new tenants/residents
	On line abuse reporting form
	CCTV installation as option- however this would involve upfront and ongoing maintenance costs.
	Consider “door ajar” warning systems as part of specification
	Good reporting mechanisms and record keeping for re-charging and/or charging culprit/s

Strategy Consultation - Door Entry Strategy Working Group

Following on from the 2012 Survey a draft DES strategy was developed. Tenants and owners interested in contributing to the draft were invited to meet with Association staff and take part in a working group meeting.

A meeting was held early March 2014 to discuss the draft strategy and decide the way forward.

At the meeting, there was a good discussion around the issues within the draft strategy. Owners who attended the meeting expressed concerns about the costs of works and options for arrangements to pay. That notwithstanding, it was felt that the quality of doors fitted was the most important thing as it was clearly demonstrated that future repair costs were kept to a minimum if a steel "Pensher" type door was fitted.

The draft strategy was approved at the meeting on this basis.

Thank you to those who returned surveys, those who expressed an interest in working with us on the strategy and to those who attended the meeting. Your views are very welcome.

Next Steps

The draft timetable and key events for completing the process are as follows:

April 2014

- Issue further newsletter to tenants and owners in blocks where no door entry system is fitted.
- Indicative costs will be sent with newsletter
- The strategy will be advertised through this newsletter and will be available to be accessed via our web site.
- Residents will be provided with a reply paid envelope and pro forma which they can return to us indicating whether they wish to participate in having a door entry system fitted in their block

June 2014

- Return of participation surveys

Final - March 2014

July – December 2014

- Survey analysis
- Development of tender documentation

February – March 2015

- Tender issue/ return / analysis

April 2015

- Tender approval & Contractor appointment

June – December 2015

- Site start and installation programme

Contact Details

Our Programme & Regeneration Team will be happy to help with any questions around the strategy.

Contact details are provided below.

Address

Paragon Housing Association Limited
Invergrange House
Station Rd
Grangemouth
FK3 8DG

Telephone

01324 664966

E Mail

enquiries@paragonha.org.uk

Appendix 1 - System Requirements

	Block	Address	Estate	Town	Type	Nos props tenanted	% tenantec	Own	No props owners	% ownert	Total
1	17 - 31	Blaefaulds Cresc	Blaefaulds	Denny	3 storey n/f flats	7	87.50%		1	12.50%	8
2	48 - 62	Blaefaulds Cresc	Blaefaulds	Denny	3 storey n/f flats	6	75.00%		2	25.00%	8
3	1 - 15	Kilblmie Terrace	Carronbank	Denny	3 storey n/f flats	6	75.00%		2	25.00%	8
4	2 - 16	Kilblmie Terrace	Carronbank	Denny	3 storey n/f flats	3	37.50%		5	62.50%	8
5	34 - 48	Gill Park	Herbertshire	Denny	4 storey n/f flats	7	87.50%		1	12.50%	8
6	49 - 63	Gill Park	Herbertshire	Denny	4 storey n/f flats	5	62.50%		3	37.50%	8
7	58 - 64	Woodlands Way	Woodlands	Denny	2 storey trad flats	2	50.00%		2	50.00%	4
8	66 - 72	Woodlands Way	Woodlands	Denny	2 storey trad flats	2	50.00%	70	2	50.00%	4
9	20 - 24a	Mary St	Laurieston	Falkirk	3 storey tenement fl	5	83.33%		1	16.67%	6
9	26 - 30	Mary St	Laurieston	Falkirk	3 storey tenement fl	1	33.33%		2	66.67%	3
						6	66.67%		3	33.33%	9
10	107 - 117	Oxgang Rd	Abbotsgrange	Grangemouth	3 storey balcony flat	4	66.67%	115	2	33.33%	6
11	155 - 165	Oxgang Rd	Abbotsgrange	Grangemouth	3 storey balcony flat	3	50.00%		3	50.00%	6
12	1 - 11	Strowan Rd	Abbotsgrange	Grangemouth	3 storey balcony flat	5	83.33%		1	16.67%	6
						19	79.17%		5	20.83%	24
13	117 - 123	Strowan Rd	Abbotsgrange	Grangemouth	HB3 corner flats	2	50.00%		2	50.00%	4
14	157 - 163	Strowan Rd	Abbotsgrange	Grangemouth	HB3 corner flats	3	75.00%		1	25.00%	4
15	38 - 44	Strowan Rd	Abbotsgrange	Grangemouth	HB3 corner flats	2	50.00%		2	50.00%	4
16	10 - 13	Strowan Sq	Abbotsgrange	Grangemouth	HB3 corner flats	3	75.00%		1	25.00%	4
17	15 - 21	Fendoch Rd	Abbotsgrange	Grangemouth	HB3 corner flats	1	25.00%	21	3	75.00%	4
18	70 - 76	Fendoch Rd	Abbotsgrange	Grangemouth	HB3 corner flats	3	75.00%		1	25.00%	4
19	5 - 11	Westerton Rd	Abbotsgrange	Grangemouth	HB3 corner flats	1	25.00%		3	75.00%	4
20	31 - 37	Westerton Rd	Abbotsgrange	Grangemouth	HB3 corner flats	3	75.00%		1	25.00%	4
21	43 - 49	Westerton Rd	Abbotsgrange	Grangemouth	HB3 corner flats	3	75.00%		1	25.00%	4
22	55 - 61	Westerton Rd	Abbotsgrange	Grangemouth	HB3 corner flats	3	75.00%	55	1	25.00%	4
23	65 - 71	Westerton Rd	Abbotsgrange	Grangemouth	HB3 corner flats	1	25.00%		3	75.00%	4
24	180 - 186	Westerton Rd	Abbotsgrange	Grangemouth	HB3 corner flats	0	0.00%	184, 186	4		4
25	122 - 164	Westerton Rd	Abbotsgrange	Grangemouth	Maisonnette Block	18	75.00%	134	6	25.00%	24
26	37 - 53	Kerse Rd	Kerse Rd	Grangemouth	3 storey flats	7	77.78%		2	22.22%	9
27	55 - 65	Kerse Rd	Kerse Rd	Grangemouth	3 storey flats	2	33.33%		4	66.67%	6
28	93 - 99	Kerse Rd	Kerse Rd	Grangemouth	2 storey flats	3	75.00%		1	25.00%	4
29	101 - 111	Kerse Rd	Kerse Rd	Grangemouth	3 storey flats	5	83.33%		1	16.67%	6
30	113 - 119	Kerse Rd	Kerse Rd	Grangemouth	2 storey flats		0.00%		4		4
31	8 - 18	Ure Court	Kerse Rd	Grangemouth	3 storey flats	2	33.33%		4	66.67%	6
32	20 - 30	Ure Court	Kerse Rd	Grangemouth	3 storey flats	3	50.00%		3	50.00%	6
33	12 - 22	Troup Court	Kerse Rd	Grangemouth	3 storey flats	3	50.00%		3	50.00%	6
34	19 - 29	Marshall St	Kerse Rd	Grangemouth	3 storey flats	2	33.33%		4	66.67%	6
Total						126	60.58%	9	82	39.42%	208

Combined system required to serve two blocks
34 blocks identified as requiring DES installations

Appendix 2 – Consultation Material



Scottish Housing Quality Standard

TENANTS NEWSLETTER OCTOBER 2012

SCOTTISH HOUSING QUALITY STANDARD CONTROLLED DOOR ENTRY SYSTEMS (DES) IMPLICATIONS FOR TENANTS

Background

In 2007 we wrote to all tenants providing information on the introduction of the Scottish Housing Quality Standard (SHQS). The newsletter indicated what works associated with the security aspect of the SHQS would be required before the SHQS 2015 deadline.

At this point, we would like to take the opportunity to remind tenants of the requirements of the standard and invite you to take part in the development of a strategy to address how the controlled door entry system section (security) of the standard can be achieved.

As part of strategy development, we are also writing to other property owners and tenants in the blocks affected to seek their views.

What is the SHQS ?

This is a standard set out by the Scottish Government that all council and housing association properties must reach by 2015. It covers standards for many property facilities such as bathrooms, kitchens, energy efficiency and so on. We are making good progress with achieving the SHQS with nearly 80% of our properties now meeting this.

SHQS Requirements

To meet the SHQS we require to upgrade or install controlled entry systems in some common closes by 2015. As explained above, we would like to invite you to take part in the development of a strategy to address how the controlled door entry systems could be installed in your block.

The Scottish Housing Quality Standard (SHQS) affects all elements of a property including the communal elements. A property can fail the standard due to failure of primary or secondary elements eg roof condition etc.

How does it affect me as a tenant?

In some cases, the work may not be classed as compulsory but as an improvement e.g. installing a controlled door entry system for the first time.

If your flat is in a block where there are flats not owned by the association, the decisions of the other owners may affect the installation of a door entry system e.g. what type of system or whether a system can be installed.

The number of owners within a block may have a significant impact as all properties have an equal share in decision making. For example, if there are 6 flats and 4 are owned by individual owners and two by the association, the other owners may decide on a plan of action together and their votes would prevail. This is why we work with other owners in planning works of common interest and, in this instance, to develop a strategy for installing door entry systems.

What if Paragon does not own the MAJORITY of flats in my block ?

We are also discussing the matter with owners. As mentioned above, the majority of owners voting together may decide to organise the installation of a system themselves. In that event Paragon will be entitled to a vote for each property we own.

Where owners cannot decide jointly, i.e. there is no majority agreement to a proposal then, where Paragon is the factor, we are entitled to make a decision for all.

Why do we need a strategy and what will it cover ?

The installation of a DES is a big financial commitment for owners as well as the Association.

We want to seek your views as to how we can work together with you and owners to achieve the installation of door entry systems as cost effectively as possible while ensuring the quality of the work meets the standard expected by all and offers improved security benefits and long term low maintenance costs.

Additional Information

There are **no plans to start any improvement work in the immediate future**. The end date for reaching the standard is **2015** so we are looking for your help to plan out how this can be achieved. You can help us shape this plan.

The starting point is to find out how you feel the installation of a door entry system affects you and others. From this we will try to come up with solutions that may help overcome any issues that may arise.

The first thing we are asking for is your comments generally about door entry system proposals. A questionnaire is enclosed seeking these views.

Once all feedback/comments/ideas have been received and analysed, the second stage will commence. As part of the second stage we will ask for your views on the proposed solutions by issuing the draft strategy for comment and discussion. We aim to issue this in December 2012.

While we are seeking your views, we will also be undertaking surveys of the blocks to build up a detailed picture of what types of systems would be suitable for each block so we can get your views on these going forward.

How can I make my views known?

Please complete the survey enclosed and help us address the issues which matter to you **most**.

By returning the survey you are not committing to take part in the works - we are only trying to gauge your interest and concerns at this time.

When we have received and analysed the surveys, we will draft a strategy and issue it to you for your comments by mid December 2012.



Surveys should be returned by 8th November 2012

What if I want more information at this stage ?

Please call our Programme & Regeneration Team on 01324 664966 and they will try to help.

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PARAGON HOUSING ASSOCIATION LIMITED

DOOR ENTRY SURVEY - TENANTS

Please fill in this survey after reading the attached newsletter

YOUR DETAILS

Office Use Only - Block
Reference

Question 1.

Your Name

Question 2.

House Number

Street Name

Town

Post Code

Question 3.

Please provide your contact details

Day Time Phone Number

Mobile Phone Number

E Mail Address

YOUR VIEWS

Question 4.

What are your views on the current levels of security / privacy at your block?

☐ No issues

☐ Some minor issues

☐ Major issues

Tell us more about any issues that you are experiencing

Question 5.

How interested are you in having a door entry system installed in your block ?

- ☐ Very interested
- ☐ A bit interested
- ☐ Not sure - would need more information to decide
- ☐ Not interested

Question 6.

What would be your reasons for not wishing to have a new system installed ?

Please tick all that apply

- ☐ Don't think it is required as security & privacy are not an issue in my block
- ☐ Concerns about future repair & maintenance problems
- ☐ Concerns about the type of system which would be installed
- ☐ Concerns about the quality/standard of work
- ☐ Concerns about abuse/misuse of the system after installation

Any other reasons why you would not be interested in having a door entry system fitted at your block - please tell us below

GETTING INVOLVED

Question 7.

Do you wish to take part in discussions on developing a Door Entry Strategy ?

- ☐ *Yes*
- ☐ *No*
- ☐ *Not sure*

Question 8.

Do you wish to receive a copy of the draft Door Entry Strategy when it has been developed and make comments on it ?

- ☐ *Yes*
- ☐ *No*

Thank you for taking part in the survey.

Please return your form to us in the envelope provided by no later than Friday 8th November 2012

Paragon Housing Association Limited
Invergrange House, Station Rd, Grangemouth
FK3 8DG
Scottish Charity Number SC066262



Scottish Housing Quality Standard

OWNER OCCUPIERS NEWSLETTER OCTOBER 2012

SCOTTISH HOUSING QUALITY STANDARD CONTROLLED DOOR ENTRY SYSTEMS (DES) IMPLICATIONS FOR OWNERS

Background

In 2007 we wrote to all owners living in flatted properties that are likely to be affected by the introduction of the Scottish Housing Quality Standard (SHQS). The newsletter at the time advised on the likely impact the SHQS would have on owner occupiers. This newsletter has been sent to all owners where there are currently no controlled door entry systems in place or where we may need to upgrade the system before the SHQS 2015 deadline. There are 39 blocks of flatted properties currently affected.

At this point, we would like to take the opportunity to remind owners of the requirements of the standard and invite you to take part in the development of a strategy to address how the controlled door entry system section (security) of the standard can be achieved.

As part of strategy development, we are also writing to our tenants and other property owners in the blocks affected to seek their views.

What is the SHQS ?

This is a standard set out by the Scottish Government that all council and housing association properties must reach by 2015 . It covers standards for many property facilities such as bathrooms, kitchens, energy efficiency and so on. We are making good progress with achieving the SHQS with nearly 80% of our properties now meeting this.

How does it affect me as an owner?

Keeping a house or flat in good condition is mainly the responsibility of the owner. It is in your interest to make sure that necessary repairs and improvements are carried out to keep your home in good condition and maintain its value. However some areas are shared with others and there are joint responsibilities to be met.

How does it affect me as an owner ? - continued

As an owner, the Scottish Housing Quality Standard (SHQS) may affect you if you live in a building with a common close entrance or if the property fails to meet the standard due to failure of primary or secondary elements eg roof condition etc. As you will be aware, your common responsibilities are detailed in your title deeds. The Association will charge you for your share of the cost of any compulsory work as required by your deeds. In some cases, the work may not be classed as compulsory but as an improvement e.g. installing a controlled door entry system for the first time.

Legal Position

Your title deeds normally tell you about your rights and responsibilities for your own flat and your shared responsibilities for the tenement. An example of this would be:

- Tell you about your responsibilities for the management and maintenance of the common parts;
- Tell you how decisions about them should be taken;
- Specify arrangements for paying for maintenance works and services.

The conditions in your title deeds are obligations — known as real burdens — that go with the ownership of your flat. When you bought your flat, you accepted the conditions, and they will remain with the flat if and when you sell it. Your title deeds will be registered with the Land Register of Scotland or the Register of Sasines or sometimes both. If you don't have a copy of your deeds, you can get one from:

- The Register of Scotland (which maintains the Register of Sasines and the Land Register of Scotland)
- The solicitor who did your conveyancing when you bought your flat, if you don't have a mortgage; or
- Your mortgage lender.
- Please note: your solicitor or lender may charge a fee for a copy of your title deeds.

Whilst the title deeds to your flat and the block as a whole outline the responsibilities for common parts such as the walls and the roof, there are occasions where there is no specific mention of controlled door entry systems. In these circumstances the provision of the Tenements (Scotland) Act 2004 can apply. In terms of this Act decisions known as "Scheme Decisions" can be made by owners of flats within the block. A booklet produced by Consumer Focus Scotland is enclosed which provides more information on pages 8 to 13 on scheme decisions and how they operate. More information can also be found at www.consumerfocus-scotland.org.uk

SHQS Requirements

In order to meet the SHQS we require to upgrade or install controlled entry systems in some common closes by 2015. As explained above, we would like to invite you to take part in the development of a strategy to address how the controlled door entry systems could be installed within the block you own or/and reside in.

Additional Information

There are **no plans to start any improvement work in the immediate future**. The end date for reaching the standard is **2015** so we are looking for your help to plan out how this can be achieved. You can help us shape this plan by completing the attached survey.

Future Planned Maintenance

You may also wish to know that as part of our on-going planned maintenance there is no requirement over the next 3 years to replace any major elements such as roofs at you block. There will continue to be day to day repairs required along with the 6 yearly cycle of planned maintenance painter-work.

What if Paragon does not own ANY flats in my block?

There are a small number of blocks where this is the case but we would still like to hear from these owners. If the majority of owners in these blocks want the works to go ahead then we will organise this as part of the factoring service.

What if Paragon does not own the MAJORITY of flats in my block ?

We would like to hear from all owners. The majority of owners voting together may decide to organise the installation of a system themselves. Paragon will be entitled to a vote for each property we own in the block.

Where owners cannot decide jointly, i.e. there is no majority agreement to a proposal then, where Paragon is the factor, we are entitled to make a decision for all.

Why do we need a strategy and what will it cover ?

We understand that this may be a big financial commitment for owners. It is also a big commitment for the Association as we will use rental income from tenants to undertake our share of the work.

You may also have concerns about how the system will work or what you may have to pay for repairs in the future.

We want to seek your views as to how we can work together with you, tenants and other owners to achieve the installation of door entry systems as cost effectively as possible while ensuring the quality of the work meets the standard expected by all and offers improved security benefits and long term low maintenance costs.

We will also be consulting with tenants on how this affects them and to find out their views.

The starting point is to find out how you feel the installation of a door entry system affects you and from this we will try to come up with solutions that may help overcome any issues you may have such as: we may be able to offer payment plans where financing the improvement is an issue.

The first thing we are asking for is your comments generally about door entry system proposals and a questionnaire has been enclosed seeking these views.

Once all feedback/comments/ideas have been received and analysed, the second stage will commence. As part of the second stage we will ask for your views on the proposed solutions by issuing the draft strategy for comment and discussion. We aim to issue this in December 2012.

While we are seeking your views, we will also be undertaking surveys of the blocks to build up a detailed picture of what types of systems would be suitable for each block so we can get your views on these going forward.

Until your views along with the detailed survey exercise is completed we cannot give you any meaningful estimated costs for your share of the works at this stage.

How can I make my views known?

Please complete the survey enclosed and help us address the issues which matter to you **most**.

By returning the survey you are not committing to take part in the works - we are only trying to gauge your interest and any concerns at this time.

When we have received and analysed the surveys, we will draft a strategy and issue it to you for your comments by mid December 2012.



Surveys should be returned by 8th November 2012

What if I want more information at this stage ?

Please call our Programme & Regeneration Team on 01324 664966 and they will try to help. Alternatively if you are unsure about your legal responsibilities then you may wish to contact your own solicitor.

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PARAGON HOUSING ASSOCIATION LIMITED

DOOR ENTRY SURVEY - OWNER OCCUPIERS

Please fill in this survey after reading the attached newsletter

YOUR DETAILS

Office Use Only - Block
Reference

Question 1.

Your Name

Question 2.

House Number

Street Name

Town

Post Code

Question 3.

Please provide your contact details

Day Time Phone Number

Mobile Phone Number

E Mail Address

Question 4.

Tell us about the ownership of your flat

- ☐ I am a homeowner living in this flat
- ☐ I rent from someone else who does not live in this flat - see next question
- ☐ I own this flat but do not live in it

If you are not the owner can you provide us with the name & contact details for your landlord/s so that we can tell them about the consultation exercise

YOUR VIEWS

Question 5.

What are your views on the current levels of security / privacy at your block?

- ☐ No issues
- ☐ Some minor issues
- ☐ Major issues

Tell us more about any issues that you are experiencing

Question 6.

How interested are you in having a door entry system installed in your block ?

- ☐ Very interested
- ☐ A bit interested
- ☐ Not sure - would need more information to decide
- ☐ Not interested

Question 7.

What would be your reasons for not considering / agreeing to install a new system?

Please tick all that apply

- ☐ Cost of having the system installed
- ☐ Ability to pay for whole installation up front
- ☐ Worried that the actual costs of installation would be greater than estimated costs
- ☐ Don't think it is required as security and privacy are not an issue in my block
- ☐ Concerns about future repair and maintenance costs of the system
- ☐ Concerns about type of system which would be installed
- ☐ Concerns about the quality/standard of work
- ☐ Concerns about abuse/misuse of the system after installation

Any other reasons why you would not be interested in having a door entry system fitted at your block - please tell us below

GETTING INVOLVED

Question 8.

Do you wish to take part in discussions on developing a Door Entry Strategy ?

- ☐ *Yes*
- ☐ *No*
- ☐ *Not sure*

Question 9.

Do you wish to receive a copy of the draft Door Entry Strategy when it has been developed and make comments on it ?

- ☐ *Yes*
- ☐ *No*

Thank you for taking part in the survey.

Please return your form to us in the envelope provided by no later than Friday 8th November 2012

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