

Security meeting minutes

Date: 29 Jan 2025

Present for BAML: Dan Cross, Gary Saywer

Present for RA: Simon Wijckmans, Mel Henson

Venue: Management Offices, Grantham House

The purpose of the meeting was to follow up on the previous meeting held on 11th December 2024 with the same people, at which it was agreed that Gary would put together a plan to improve Security on the development.

TYPES OF CRIME ON THE ISLAND

Gary started the meeting by defining Security as Protection of people, property and assets – and that communication is key.

Gary presented an overview of types of crime on the island. Key findings include:

- Biggest issue by far is parcel theft. It tends to be the same thieves coming back again and again, and tailgating is an issue in facilitating this
- Phone theft is much lower – it's been over a year since a phone theft was reported.
- Bike theft used to be a problem but has reduced since additional security measures on the bike stores was improved.
- Vandalism was caused mainly by one tenant who has now gone.
- Drug related incidents - two people have been arrested with evidence from baml.
- Shoplifting isn't part of the remit for baml – it's for Sainsbury's to deal with, although most of the incidents are a few people.

CHANGES IN SHIFT PATTERN

This follows on from the previous discussion, where Gary said he was considering changing to a 4 on 4 off shift pattern, as successfully deployed on other BAML developments.

Simon and Mel made it clear that while we can see the advantages we cannot endorse shift patterns, as it's a personnel issue. We are being informed on this issue, not consulted, and it cannot be said that 'The RA wants this' or similar

- Benefit for us is resilience – fewer agency staff.
 - Easier to hire good quality staff because better work life balance.
 - BAML are looking at shift patterns across all sites.
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- Simon said that we cannot, as an RA endorse a £200k salary increase.

VISIBILITY

In line with our request on 11th December, Yellow high vis vests have been ordered for security and also gardeners. This is within budget so no service charge costs. It will make security staff much more visibly patrolling.

Internal v external patrols. Currently internal patrols happen daily. We discussed this and agreed with Gary's suggestion that would be good to change to every other day for internal. Gary to create a rotation schedule, so that some buildings are checked each day, rather than all being checked on the same day. This should also increase visibility.

CONCIERGE VOICE MESSAGE.

Concierge, voice message – agreed to change the voice message to emergency or non-urgent from the current lengthy menu.

Concierge training will take place. We requested to make sure staff are trained on how to handle airbnb violations.

PARCELS

As the biggest type of crime, this is important to address. Gary put forward a number of suggestions:

External lockers for packages – no cost. We asked for this to be put in hand. Action - Gary

Edible packages and flowers. It was proposed to survey residents about whether people want to have these packages collected by the post room. Action – RA committee

Tailgating is a major issue. Every parcel stolen is taken by someone who was let in by a resident, or outgoing deliveroo et al drivers. It was suggested that we create posters to explain the risks of tailgating – action Mel

Security should feel they can approach people they don't recognise.

Dan Cross told us that, for Health & Safety Reasons LED information panels are coming in. Contract has been signed – end of Q1. (not going on service charge). We can be involved in information. Action – RA committee (Mel to liaise) when the LEDs have been installed.

More bollards are going to be installed to reduce bad parking and deter non-residents.

PARKING

Bollards to reduce bad parking could be put in. Costs may go to the main building where the parkers are – tbc. Simon also mentioned that discussions had taken place to fine the building owners rather than the residents.

BIKE MARKING

Subsequently to the meeting, Simon's initiative on bike marking came through. Simon passed the contact on to Gary, and a bike marking session has now been arranged for residents.

Next steps

Meet again in 6 months, review the plan, see what's working, any new problems coming up. Date to be proposed – 20th June? Please confirm.