

# **Video Door Entry Pilot (Verity Close)**



**The door entry system on one of the Verity Close blocks became damaged beyond repair and needed replacing.**

**We decided to pilot a video door entry system to see whether residents felt this would be a worthy investment as part of the Lancaster West Estate Refurbishment.**

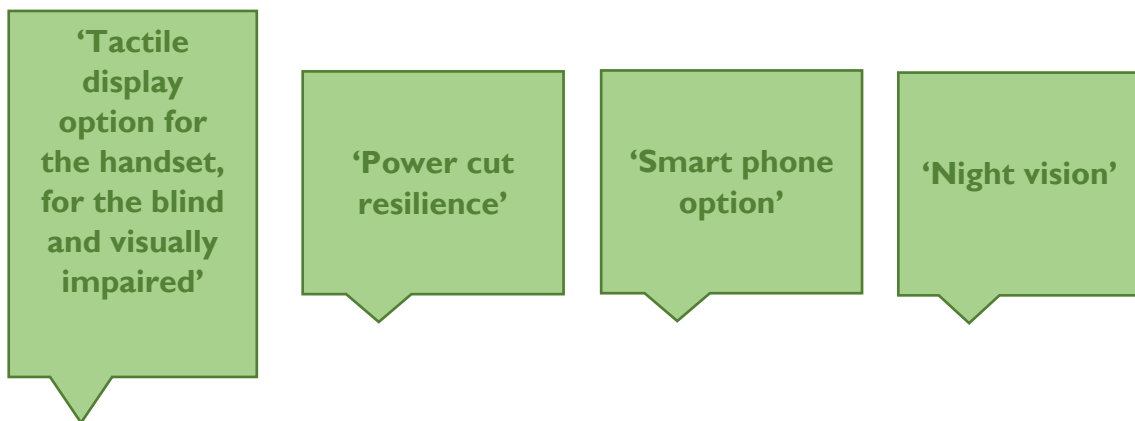
**You will find out more about the entry system and what your neighbours said about it, in this report.**

## Video Door Entry Pilot (Verity Close)

We are committed to providing creative methods of participation opportunities for our co-design partners, the residents.

Being able to pilot the real thing is the most exciting and practical way of finding out what residents think but is not always possible. We previously reached out to residents with the intention of finding out what they want for their new door entry systems.

Some of the requirements that residents raised included:



### **LWNT also raised some features that would be good to have:**

- Video entry and dual cameras
- The ability to call any property in the block from any external door
- Reasonable maintenance costs (Leaseholders)
- Inclusive and accessible in its design e.g. hearing loop
- Ability to install 2 devices in a property that are linked
- Future-proof and compatible with possible refurbishment plans
- Versatility to restrict access between sections of the blocks
- A high number of fob allocation or better not to have a limit
- Customisable tones and video views
- Weather-proof and vandal proof
- Contribute to the reduction in ASB and improve feelings of safety and security in homes

## About the intercom

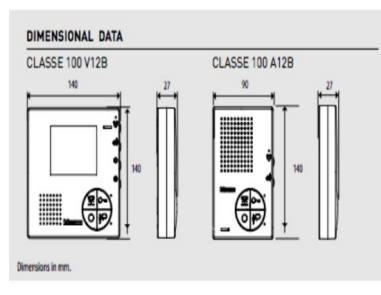
Since we identified the requirements for the door entry system, one of the door entry systems, in one of the Verity Close Blocks, broke down beyond economical repair and had to be replaced. We therefore decided to pilot a video door entry system to gain residents' feedback to help us determine whether this would be a worthy investment for the estate wide refurbishment.

We used an existing supplier to RBKC called INSTANT PROTECT, due to the speed at which they would be able to provide a working intercom for the residents. Moving forwards, this sort of work for the wider estate would be a competitive process.

The model was chosen on recommendation by the supplier.



The new system has a modern design with the additional benefit of having a HD quality, colour video screen, with adjustable light resolution, providing a live feed to the main entrance of the block



The dimensions of the panel are illustrated in the diagram above

It is a smaller unit than what is currently in place at Verity Close

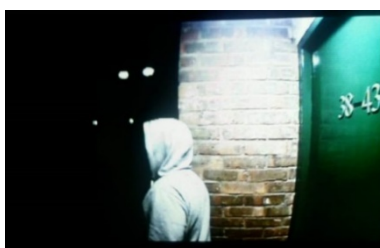
If required, multiple panels can be installed inside the property



The robust external panel is built to last and its slim design makes it vandal resistant

It is run along a telephone cable

To improve the look further, we also had a custom frame build and installed for the external panel



The image to the left, shows the high-resolution image and quality of the night vision of this system

# Video door entry pilot programme

## Working with Residents

On 22<sup>nd</sup> November 2019, we sent out a letter to residents of the Verity Close block, where the work would be done, to acknowledge the need to replace their intercom and explain that we would be piloting a video door entry system in their block.

We invited residents to give us their feedback at the end of the pilot.

On the 30<sup>th</sup> January 2020, we sent out the official launch letter of the pilot with answers to questions residents would likely have.

This included:

1. What we would need residents to do
  - (a) Book an appointment for their installation
  - (b) Allow access to their property on the installation day
2. Making residents aware that their intercom will be disconnected until the installation was complete
3. About the three stages of the installation process and when the work would be carried out

Residents were informed that we would return 4 weeks later to ask them for their thoughts on their new video door entry system.

## This installation processes

The installation was completed in 3 days

- 11<sup>th</sup> February 2020: The engineers replaced the outside panel of the door entry system
- 12<sup>th</sup> & 13<sup>th</sup> February 2020: The engineer could fit up to 6 panels in one day. With 6 properties in the block, the installation could have been completed in 2 days, but in the spirit of co-design and collaboration, we offered 12 appointments over 2 days to give residents more choice.

This worked out well as not all residents were available on the 12<sup>th</sup> February and opted for the 13<sup>th</sup> instead.

## **'Making Good'**

The new system was smaller than the original.

To eliminate inconveniencing residents with a second appointment, to make good after the installation, we had to find a solution that could be delivered on the day.

We decided to measure and cut MDF wood and paint them white to match the new system. These were mounted on the wall with the new door entry panel secured on top of it.

The external panel needed a different solution as in addition to being pleasing to the eye, it would require being weather-proof, vandal proof.

Instant Protect were able to order a custom steel frame and measurements for this were taken once the installation was complete. The measurements were then sent over to the manufacturer.

The new frame was installed on 14<sup>th</sup> March 2020 and the making good process was completed.

## **Residents' feedback**

To allow resident to live with the video door entry system before asking for feedback, we planned a round of door knocking to talk to residents about their experience with the video door entry system, a month after the installation.

Due to the COVID-19 outbreak, we had to go digital and created an online questionnaire for residents to fill in.

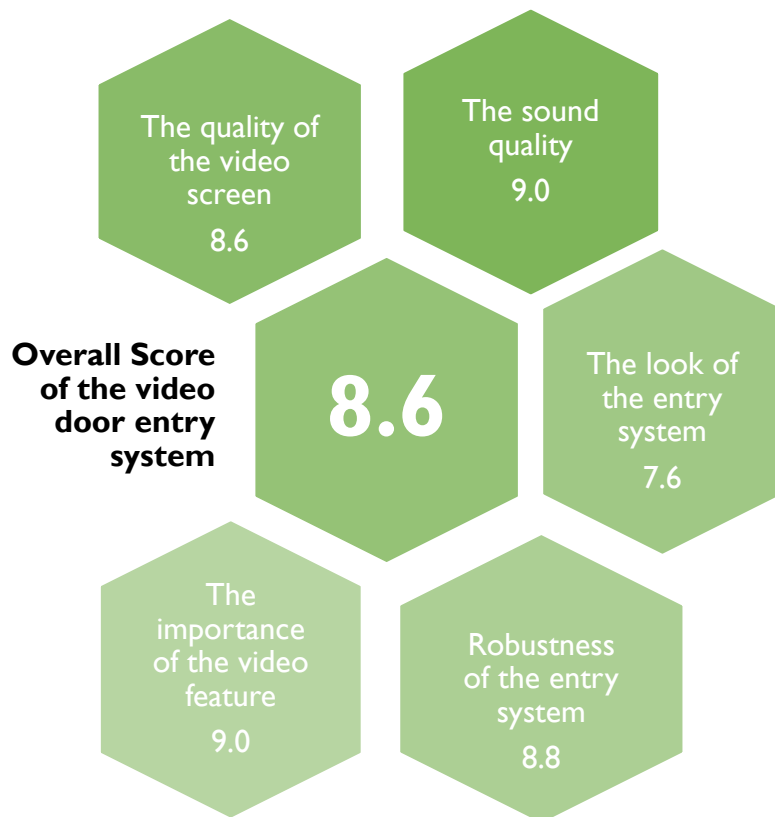
As there were only 6 properties, we rang each household and filled in the questionnaire over the phone and sent the online link by text message to those who were unavailable to talk to us at the time.

## What residents said about their video door entry system

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With 10 being the highest score, participants were asked to rate different features of their new door entry system. The outcomes are displayed to the right

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## Please tell us in your own words, what you think of the new video entry system?

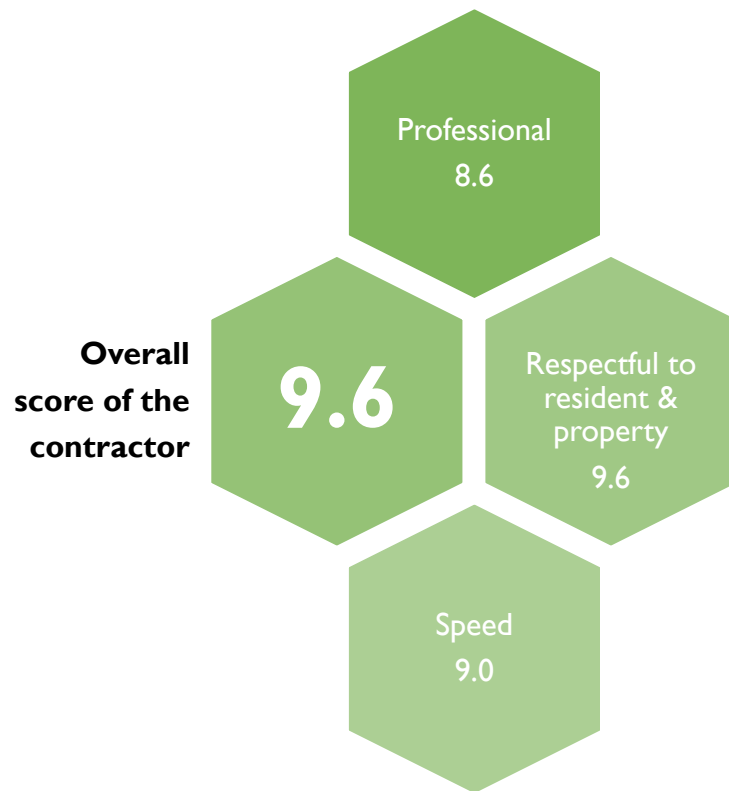
- 'Loving it since the last entry com was loud and out of date'
- 'It's been a long time coming. With different people in/out the flat, it's good to see who it is especially with scams, as a pensioner it is reassuring.'
- 'Video has a good range'

## What residents said about the contractor and engineer.

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With 10 being the highest score, participants were asked to rate their experience. The outcomes are displayed to the right

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## Please write any other comments you would like us to capture

- ‘Very satisfactory and happy with the service and the new system which is an improvement on the old system’
- ‘Your staff was very professional, kind and cleaned everything after he installed the new video intercom system. He asked if I am available later that day to test it so I said yes and its working.’
- ‘Please do not pay for this work until it is completed and inspected’

## Other comments and responses questions answered throughout the Intercom Pilot

**Q.**  
**'Can we have a 'cloud-based' system so we can allow access for deliveries when we are not at home?'**

**A.**  
**We did consider this function but decided that for security reasons it was best not to use it on the estate.**

**Q.**  
**'Why have we spent money on a test run that might be replaced?'**

**A.**  
**Fixing the old system would have cost more than to replace it with a new system. It was so much more economical, we were even able to add the video feature, which for security and safety reasons, we decided was a worthwhile investment.**

### What's next?

This system proved popular with the residents of the block.

For the estate wide refurbishment, we will be considering other options that include more features, such as recorded video that can be used to investigate reports of anti-social behaviour, for example.

We will put out a tender for the contractor, clearly setting out the criteria we require the prospective contractor to meet. This will include which regulations need to be met and the accreditations we need to see to ensure the workmanship is delivered to a high standard and the full scope of the work, including the design brief that has been co-designed by Lancaster West Residents and LWNT.

The contractor who wins the bid will be expected to visit the site and develop a programme of works that considers, health & safety requirements and regulations as well as the design brief.

Checks and tests will be done after the installation to ensure the work meets all the requirements set out in the tender before it is signed off as completed.

Residents are invited to help us procure the right people for the job. For information on how you can help us score the bids, please contact us on 0800 389 2005.

**Thank you to all 6 households for working with us on this pilot.**