

# Building Security Plan

Property: Zest Accommodation, 166 Gloucester Road North, Filton, Bristol, BS34 7QA

Managed by: Richmond Estates Management Ltd

Review Frequency: At least annually and following any significant security incident or material change to the building

## 1. Purpose

The purpose of this Building Security Plan is to set out the measures in place to help protect residents, visitors, staff and the building from foreseeable security risks.

The plan covers:

- Access to the building.
- Security of individual studios.
- Visitors and guests.
- CCTV.
- Communal areas.
- Contractors and maintenance personnel.
- Deliveries.
- Security incidents.
- Lost or compromised access credentials.
- Emergency access.
- Security-related maintenance.
- Resident security awareness.
- Review of security arrangements.

## 2. Building Access

Zest Accommodation operates a keyless electronic access system.

Access to the building is restricted to authorised residents, staff, contractors and approved visitors.

Residents must:

- Use their own access credentials to enter the building.
- Never share their access credentials with another person.
- Avoid allowing unknown persons to follow them into the building.
- Ensure external entrance doors close securely behind them.
- Report problems with doors, locks or the access system promptly.

Access credentials can be disabled or amended where necessary for security purposes.

### 3. Studio Security

Individual studios are secured through the building's electronic access system.

Residents are responsible for:

- Keeping their studio secure.
- Protecting their access credentials.
- Not allowing another person to use their access credentials.
- Reporting access problems promptly.

Residents must not interfere with, alter or attempt to repair electronic locks or other access-control equipment.

### 4. Lost, Stolen or Compromised Access

Residents should report a lost phone, compromised access account or any other issue that could affect the security of their building access as soon as possible.

Where appropriate, compromised access credentials will be disabled and replacement access arranged.

Where a resident is unable to access their accommodation, their identity may need to be verified before access is provided.

### 5. Visitors and Guests

Residents are responsible for visitors they invite into the building.

Visitors should:

- Enter the building with the resident they are visiting.
- Not be given a resident's access credentials.
- Behave appropriately while within the building.
- Respect other residents and communal facilities.
- Comply with the building's safety and security requirements.

Residents should not admit unknown people into the building.

The rules relating to visitors and overnight guests are set out in the Tenancy Agreement and Resident Handbook.

## 6. Communal Areas

Communal areas should remain secure and free from obstruction.

Residents are encouraged to report:

- External doors that do not close or lock correctly.
- Damaged locks.
- Damaged windows.
- Suspicious activity.
- Evidence of attempted unauthorised entry.
- Problems with the electronic access system.
- Lighting failures that could create a security risk.
- Damage to security equipment.

Security-related maintenance issues will be prioritised according to the level of risk presented.

## 7. CCTV

CCTV is installed at Zest Accommodation as part of the building's security arrangements.

CCTV coverage includes:

- External areas around the building.
- Laundry room.
- Bike store.
- Bin store.

CCTV is used for legitimate security, safety and crime-prevention purposes, including helping to protect residents, visitors, property and communal facilities.

CCTV is not installed inside individual studios or other private living accommodation.

Appropriate signage will be displayed to inform residents and visitors that CCTV is in operation.

Access to recorded CCTV footage will be restricted to authorised persons. CCTV footage and associated personal data will be handled in accordance with applicable data protection legislation and the organisation's CCTV and privacy procedures.

CCTV footage may be reviewed following a security, safety or other relevant incident.

Where appropriate and where there is a lawful basis for doing so, CCTV footage may be provided to the police or other authorised bodies.

Faults affecting the CCTV system will be reported and addressed as appropriate.

## **8. Bike Store Security**

Residents using the bike store remain responsible for securing their own bicycles.

Residents should:

- Secure bicycles using a suitable lock.
- Ensure the bike store door closes securely after entering or leaving.
- Never allow unknown persons into the bike store.
- Report suspicious activity or damage promptly.

The bike store is covered by CCTV.

Residents should not leave bicycles or other items in corridors, stairwells, escape routes or other areas where they could cause an obstruction.

## **9. Laundry Room and Bin Store**

The laundry room and bin store are covered by CCTV as part of the building's security arrangements.

Residents should:

- Ensure access doors close securely behind them.
- Not allow unknown persons into these areas.
- Report damaged doors, locks or other security concerns.
- Report suspicious behaviour where appropriate.

CCTV may be reviewed following relevant security, safety or property-related incidents in these areas.

## **10. Contractors and Maintenance Personnel**

Contractors requiring access to residential or secure areas must have a legitimate reason for entering the building.

Contractor access will be appropriately controlled.

Where access to an occupied studio is required, the requirements of the Tenancy Agreement concerning notice and access will be followed, except where emergency access is necessary.

Contractors should not be provided with unrestricted resident access credentials unless specifically authorised.

## 11. Deliveries and Parcels

Delivery drivers and couriers should not be given unrestricted access to residential areas.

Residents should not allow unknown delivery personnel to follow them through secure doors.

Residents are responsible for making appropriate arrangements to receive their own deliveries and should follow any separate parcel and delivery procedures issued by management.

## 12. Security Incidents

Residents should report security incidents to the Accommodation Team as soon as reasonably possible.

Security incidents may include:

- Attempted break-ins.
- Theft.
- Unauthorised persons within the building.
- Damage to access-controlled doors.
- Threatening or suspicious behaviour.
- Lost or compromised access credentials.
- Vandalism.
- Damage to CCTV or security equipment.

Where there is an immediate threat to personal safety, a crime is in progress or emergency assistance is required, residents should call 999.

Non-emergency crime can be reported to the police by calling 101.

## 13. Emergency Access

Management must retain the ability to access relevant parts of the building where necessary in an emergency.

Emergency access may be required in circumstances including:

- Fire.
- Flooding or significant water leaks.
- Electrical emergencies.
- Serious concern for a resident's welfare.
- Immediate risk to people or property.
- Other circumstances where urgent access is reasonably necessary to protect people or the building.

Emergency access to an individual studio will be recorded where appropriate.

## 14. Resident Security Awareness

Residents will be provided with appropriate security information through the Resident Handbook and other communications where necessary.

Residents will be reminded to:

- Keep their access credentials secure.
- Never share access credentials.
- Never knowingly admit unknown persons into secure areas.
- Ensure secure doors close behind them.
- Report security defects promptly.
- Keep fire and security doors closed where required.
- Report suspicious behaviour.
- Contact the emergency services where there is an immediate threat.

Residents are encouraged to raise any security concerns with the Accommodation Team.

## 15. Security-Related Maintenance

Security defects should be reported to:

[maintenance@richmondstates.co.uk](mailto:maintenance@richmondstates.co.uk)

Particular priority will be given to faults affecting:

- Main entrance doors.
- Electronic access systems.
- Studio locking systems.
- External doors.

- CCTV equipment.
- Security lighting.
- Bike store access.
- Laundry room access.
- Bin store access.

Urgent security defects will be prioritised according to the risk presented.

Repairs and actions taken will be recorded where appropriate.

## 16. Incident Recording and Follow-Up

Significant security incidents will be recorded.

Records should include, where applicable:

- Date and time.
- Location.
- Nature of the incident.
- Persons involved, where known.
- Immediate action taken.
- Whether CCTV was reviewed.
- Whether the police or emergency services were contacted.
- Any repairs required.
- Additional security measures required.
- Follow-up action taken.

Following a significant incident, management will consider whether any changes to the building's security arrangements are necessary.

## 17. Liaison with the Police and Emergency Services

Where appropriate, Richmond Estates Management Ltd will cooperate with the police and emergency services in relation to incidents affecting the safety or security of residents or the building.

Relevant information, including CCTV footage, may be provided where there is an appropriate lawful basis for doing so.

## 18. Security Review

Building security arrangements will be reviewed:

- At least annually.
- Following a significant security incident.

- Following significant alterations to the building.
- Where a recurring security problem is identified.
- Where changes to occupancy or building use materially affect security.
- Where relevant professional, police or regulatory advice indicates that changes should be considered.

Any necessary improvements will be recorded and implemented where reasonably practicable.

## 19. Responsibilities

Richmond Estates Management Ltd is responsible for overseeing the security arrangements at Zest Accommodation and ensuring identified security issues are appropriately addressed.

Residents also have an important role in maintaining building security by:

- Following access procedures.
- Protecting their access credentials.
- Not admitting unauthorised persons.
- Reporting defects and concerns promptly.
- Acting responsibly within communal areas.

## Important Contacts

Security and Maintenance Issues  
[maintenance@richmondstates.co.uk](mailto:maintenance@richmondstates.co.uk)

General Enquiries  
[info@richmondstates.co.uk](mailto:info@richmondstates.co.uk)

Emergency – Police, Fire or Ambulance  
 999

Police Non-Emergency  
 101

## Document Review

This Building Security Plan will be reviewed at least annually and following any significant security incident or material change affecting the security arrangements at Zest Accommodation.

Date issued: 13/08/2026



Next review date: 12/08/2027 \_\_\_\_\_

Reviewed by: \_\_\_\_\_

Signature: \_\_\_\_\_