

The MAG

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Article spotlight:

The smart technology revolution

Behind the scenes:

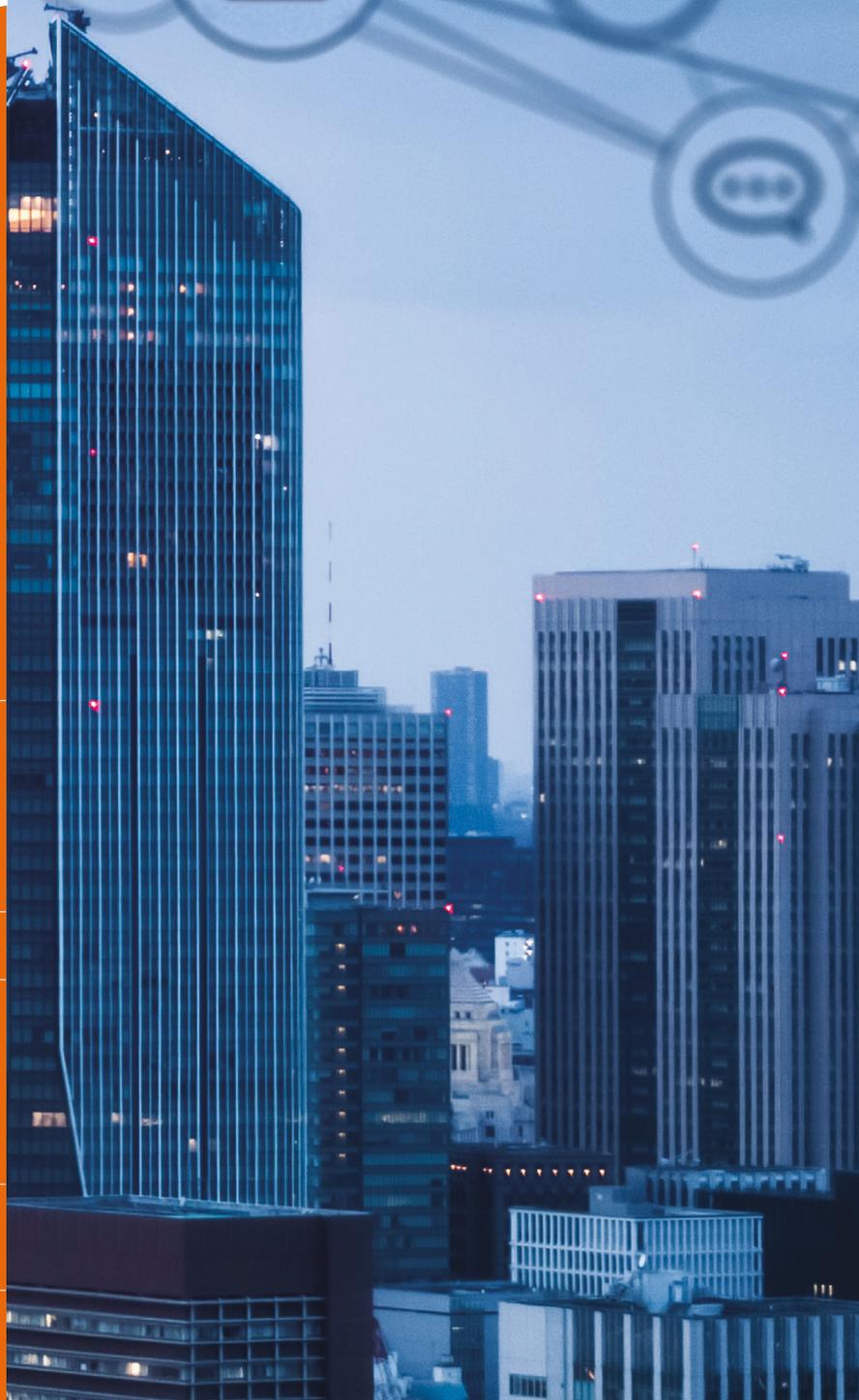
Unveiling the secrets to Intratone's programming success

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Case studies:

Simplifying access management at Galleons Point

Taking back control with Grand Union Housing Group



HELLO READER



Welcome back to The MAG! In each issue we explore the latest property management trends, catch up with various customers and partners to share the results from recent projects, and hopefully help spread ideas and inspiration! **If you like what you see, make sure you bookmark our magazine webpage – all future issues are uploaded automatically, and you only need to sign up once! Scan the QR code.**



As 2021 progresses, and it seems like life is (slowly!) going back to 'normal', we've got plenty to look forward to at Team Intratone in the coming months, and we can't wait to see our partners again at some key industry gatherings. Here's a rundown of all the events we'll be attending – will we see you there?

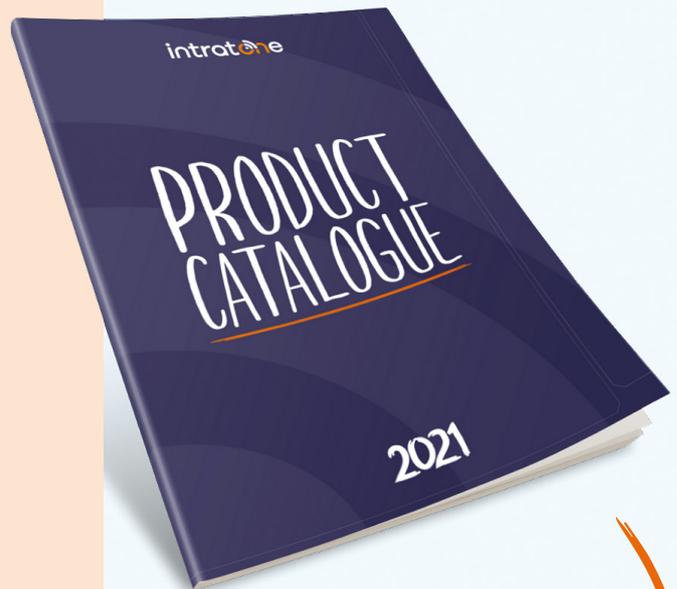
- CIH Housing 2021: 7-9 September at Manchester Central
- Housing Heroes Awards: 7 September at Emirates Old Trafford, Manchester
- Housebuilding Forum: 21-22 September in Oxfordshire
- Asset Management & Maintenance: 12-13 October in Coventry
- Homes UK: 23-24 November at London ExCeL

In October, it's also the second anniversary of the opening of our flagship offices in London. It was a milestone moment for Intratone to celebrate our progress in the UK – a culmination of all our hard work. The two years since then have flown by; in the past 12 months alone we've also welcomed the DD-02 wireless intercom, as well as the Interactive Digital Noticeboard to our portfolio, with more innovative developments in the pipeline!

Thank you for your continued support – and please don't hesitate to get in touch if you have any questions or feedback.

Best wishes,

Victor d'Allancé
UK Country Manager, Intratone



Are you up-to-date with all our products?

At Intratone, we understand that housing professionals need the right product information at the right time to achieve property management success. That's why we're committed to keeping you up-to-date and informed on every single product in our portfolio.

Our product catalogue has all our product information in one place – making it the go-to resource for every housing professional and installer. From technical specifications and schematics to dimensions and set-up information, you'll find the details for all Intratone solutions inside, including GSM-based intercoms and our Interactive Digital Noticeboard.

We hope that you find our 2021 product catalogue useful – as it's online you can have it to-hand in just a few clicks (or taps!). By simply filling in a few details now, you can have access to the digital version both now and for future copies – without needing to fill out more forms.



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THE SMART TECHNOLOGY REVOLUTION

Since the early 2010s, smart technology has exploded in popularity. While it initially had expensive barriers to entry, it is now much more affordable and accessible – how many of us have Google Nest or Alexa devices in our homes? For housing and property managers, the installation of ‘smart’ systems can be an ingenious way to boost efficiencies and streamline operations, while simultaneously improving the experience of tenants.

So, what exactly is smart technology, what benefits does it bring, and could smart devices be a viable solution for your portfolio?

Read on to find out more...

What is smart technology?

From meters that monitor energy usage, or apps that allow you to control property access remotely, smart technology is becoming increasingly sophisticated - and ubiquitous. So called because they use ‘Self-Monitoring, Analysis and Reporting Technology’, smart devices work by connecting to each other via the Internet of Things (‘IoT’), an umbrella term used for all technologies that enable the connection of a device to the internet – or, in some cases, mobile networks. It replaces the need to manually interact with a device, such as a light switch or traditional intercom handset, with a simple tap on a smartphone – or, in some cases, without any prompt at all.

Although the housing sector has been embracing digital solutions for many years, the challenges of working through a pandemic have led to the exponential rise of smart technology, as more and more people adapt to a ‘new normal’. In fact, the measures put in place over the past 18 months to allow housing professionals to continue their day-to-day tasks have caused many to reconsider their options moving forward. It has highlighted the growing need for digital technology to help drive efficiencies in the sector – and this shift is not showing any signs of slowing down. Implementing smart technology in housing offers several advantages for housing and property managers, including:



1. Streamlined processes

Smart systems can be a game-changer for housing providers, allowing them to streamline time-intensive processes by reducing site visits and paperwork. Take smart temperature sensors, for example, which enable housing professionals to measure and resolve damp and mould issues remotely, before they become a complex problem to fix. Many future surveying and inspection processes are also likely to become unnecessary with live data providing an enhanced, real-time view of the conditions of assets instead.¹ These time-saving benefits are passed on to tenants too, allowing them to experience a consistent, high-quality service in the long-term.

2. Cost savings

By reducing the necessity for phone or in-person approaches, smart technology can help housing professionals save on costs. Connected devices and sensors, for example smart leak sensors, collect real-time data and can immediately implement fixes, such as activating stopcocks, saving repair expenses and protecting residents' home contents. Smart access control systems like connected intercoms also allow both housing professionals and residents to grant entry to external contractors remotely – reducing the costs of missed appointments and site visits, while simultaneously boosting convenience for the residents themselves.

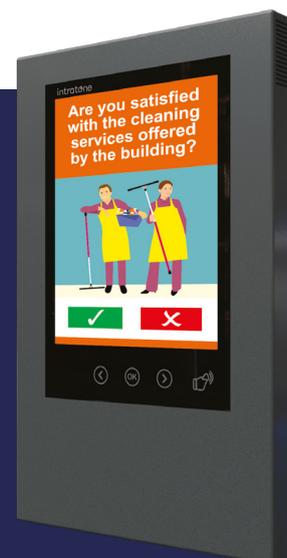
3. Improved dialogue

As the past year – and countless Zoom calls! - has shown us, technology has the capability of bringing people together. In the case of housing providers and tenants, conversations have previously often been transactional, confined to rent payments and maintenance requirements. Now, digital solutions are playing a crucial role in strengthening these relationships – for example, with 24/7 self-service support for residents on online portals, or the implementation of helpful chatbots that can answer common queries quickly. Smart technology enables a more collaborative, mutually beneficial relationship between housing organisations and their residents, empowering both with tools and data so they can share the responsibility of efficiently maintaining their homes.

Going digital

With digital ways of working becoming more engrained in everyday life, we understand the importance of implementing the latest technology in residences to help connect housing and property managers with their tenants. That's why we developed Intratone's Interactive Digital Noticeboard - to not only drive efficiencies for both parties, but to also enable more collaboration despite the barriers that have been in place due to COVID-19.

Join the digital revolution with Intratone's Interactive Digital Noticeboard



The Interactive Digital Noticeboard

Intratone's Interactive Digital Noticeboard is powered by the latest property management technology, allowing housing professionals to share important information quickly and easily and helping to foster a strong sense of community in residences:

- Share messages and important announcements quickly and easily across multiple sites – in just a few minutes
- No need for a traditional bulletin board, where posts can be lost or mistakenly taken down. A digital version is also less wasteful
- Using a secure remote online management system means it's easier to keep in touch with residents without frequent, time-consuming site visits
- An integrated unique survey function enables housing professionals to pose questions to tenants, who can vote anonymously simply by placing their key fob on the built-in proximity reader
- Thanks to wireless technology, it's easy to install in shared hallways or indoor entranceways
- With a streamlined design and safety glass screen, our Interactive Digital Noticeboard is also durable and vandal resistant.

Want to find out more about the innovative Interactive Digital Noticeboard?
Discover more on our website today.

¹www.hact.org.uk



UNVEILING THE SECRETS TO INTRATONE'S PROGRAMMING SUCCESS

Have you ever thought about how new intercoms are programmed for hundreds of residents at a time? In this series, we take a closer look at the process behind the products - here, we explore the behind-the-scenes world of programming, and how a specialist team at Intratone HQ helps to ensure seamless installation and maintenance of our systems all across Europe, on a daily basis.

A key benefit of Intratone's innovative, wireless intercoms is that they are plug-and-play, so once a system is turned on, all the tenants' names will appear on the display straightaway, and the key fobs will be pre-programmed to suit requirements – ready to go. What's more, the boxes of key fobs and transmitters come individually labelled with residents' names, making distribution even easier for housing professionals.

Made to order

At Intratone's headquarters, the eight-strong team in the programming department offers a 'turnkey' service, ensuring that access control systems are sent out fully configured according to customers' exact requirements. This level of customisation extends to providing bespoke intercoms, where housing professionals can choose the dimensions, number of buttons and even the finish of their intercom, depending on the property in question. So, how does this customised service work?

It all starts with the details of residents and properties, such as names and phone numbers, which are supplied by the housing professional and then securely programmed in compliance with GDPR regulations. Once the data has been submitted, the team pre-programmes and assigns all key fobs, before filling in the corresponding information on the remote online management portal. This means that as soon as the equipment is installed on-site, names will appear directly on the intercom, with information automatically stored on who has access to which property.

It's important that the system is up-to-date and as hassle-free as possible, explains Charlène Cesbron, head of programming for the UK and Netherlands at Intratone:



We make sure the remote management system is updated with residents' details and that the site is easy to navigate. So, when the housing or property manager connects to the platform, they can easily find the gate leading to a particular street, or the hall of a particular building, for example.



By delivering the key fobs and transmitters in boxes labelled with the residents' name and accompanied by a sign-out sheet, it's easy for housing professionals to distribute the access control equipment to the right place at the right time. Plus, each box also contains clearly labelled products and detailed installation instructions, so setting up the system is as straightforward as possible for installers too.

Quality, guaranteed

It's down to the programming team to ensure the data is all correct – they have a 'zero-error' guarantee, to ensure simplicity for housing managers and installers alike. Charlène explains how it works:



At each step, we have control points. As soon as we receive all the elements, we check the exact number of units and the material ordered. If it's written in the contract that a building has 16 residents, for example, but in the database we have 20, then we can't programme the equipment. The remote management system must be updated first.



Controls are set up not only during programming, but also during shipping and commissioning, to ensure a consistent level of quality. Having these standards in place makes it easier to avoid mistakes in customer orders, too. With all the details of properties to-hand, the team can use its experience to evaluate a customer's product choice to see if it fits their needs – before it is shipped and commissioned.

Future-proofing access control

Even after the equipment is fully configured, the team's work is not yet finished. System start-up assistance is planned with the support of the sales team, either via an on-site visit or follow-up call, to ensure that everything is working perfectly, as planned. Our sales representatives also provide training for the day-to-day use of the remote online management system, to give housing professionals the opportunity to learn more about how the tool can make their lives easier. Or for more advanced users, training can focus on the latest features and developments – to keep them at the forefront of this valuable technology.



QUICK FIRE QUESTIONS WITH CHARLÈNE:

How was this service initially created?

This service has always existed, but it was previously carried out by the technical support department. Due to growing demand, we created a dedicated service to expand customisation options even further.

What are the benefits for the customer?

The customer has the peace of mind that they will receive a 'perfect' product that meets their needs every time. It means the system will arrive already functional; housing professionals don't have to worry about programming. We control the process from start to finish and guarantee an error-free configuration. The customer doesn't have to do anything except distribute the badges that are already labelled. It saves housing professionals an incredible amount of time and resources.

Who are the main customers of this service?

We carry out most of our programming for landlords of social housing, as well as private landlords and building investors.

How much programming do you do per week?

It varies but on average, we do about 15 programmes a month - it's a growing service across Europe.

MEET OUR ACCOUNTS AND ADMIN TEAM

Whatever your financial query, Intratone's accounting and administration gurus are here to help.

Simone Mameli

Office Manager

Joined Intratone:
January 2020



My background is in hospitality and leisure, so I'm a very sociable person and enjoy being around others. This has helped me enormously for this role – I love interacting with the rest of the team and customers, and my work is so varied.



Where did you grow up?

Sardinia in Italy

One item besides your phone that you don't go anywhere without?

My keys

Have you ever met anyone famous?

Roberto Cavalli, Vivienne Westwood, Boy George, Louis Walsh and several Big Brother contestants, among others!

Any hidden talents?

Black belt in karate

Lockdown hobbies?

Baking for my neighbours

Florina (Nina) Baranai

Accountant Assistant

Joined Intratone:
September 2020



After studying accounting in Romania, I found my true passion in finance and haven't looked back! I jumped at the chance to work as Accountant Assistant at Intratone as it's so varied – a typical day includes everything from monthly reconciliations to customer service.



What did you want to be when you grew up?

A dancer – or in the army

If you could trade places with anyone for a day, who would it be?

Morgan Freeman

Favourite book?

12 Years a Slave

Favourite sports team?

I prefer playing handball or boxing

Any hidden talents?

Traditional Romanian dance

A GREENER FUTURE FOR THE HOUSING SECTOR

Whether we're buying less single-use plastic, reducing the amount of car journeys we take or recycling more, we're all becoming much more conscious of our impact on the planet. But this eco-friendly approach is just as relevant for our professional lives – there's no better time for housing providers to implement greener solutions into their residential buildings.

Shifting expectations

A lot of the conversation currently around eco-friendly housing is centred on new builds – rightly so, with the industry generating more than 100 million tonnes of waste every year. However, work can also be done on older buildings to reduce their environmental impact – new technology can, for instance, make it **easy** to improve the sustainability and energy performance of existing residences.

With last autumn seeing both the creation of a new Sustainability Reporting Standard for affordable housing and the Green Homes Grant - which aims to ensure nearly 3 million privately rented homes are upgraded to a higher standard of energy efficiency - the conversation has never been more topical. And that's without even mentioning rising resident expectations – tenants now expect sustainable features in all property rentals, old and new.

Making changes

From conducting regular environmental audits to ensuring that energy efficient lightbulbs are fitted, there are numerous methods for housing and property managers to make existing properties 'greener'. Take smart technology, for example, which has the potential to help housing professionals significantly reduce the negative environmental impact of their residences.

[Find out more about smart tech on page 4!](#)



Smart thermostats allow tenants to change the temperature or switch the heating off from their smartphone even when they're away from home – helping to both reduce utility costs and prevent costly issues such as damp and mould. And crucially, a recent smart thermostat pilot rolled out to 493 Housing Association properties was found to potentially save 1.82 tonnes of CO₂ per year!

Greener access

A key area where sustainability can easily be maximised is property access. The importance of keeping building entry systems up-to-date and optimal doesn't need explaining – but instead of re-fitting a traditional wired intercom with clunky plastic handsets and metres of cables, many housing providers are exploring innovative wireless systems instead. With no unnecessary waste, wireless intercom solutions are not only a game-changer for the environment, but they are also much easier and quicker to install.

And by harnessing the power of both GSM (which is the same technology that powers mobile phone connections) and remote online management systems, wireless devices allow housing professionals to drastically reduce their reliance on site visits too. No more time-intensive car journeys to multiple sites to update key fobs or let contractors in – this can all be done from the office, saving time, money... and the planet.

What's not to like?

To find out more about the impact of traditional wired intercoms, and how wireless is a great sustainable alternative, check out our infographic now at go.intratone.uk.com/sustainability/



TAKING BACK CONTROL OF ACCESS MANAGEMENT WITH GRAND UNION HOUSING GROUP

Continuing to repair, rather than replace, traditional wired intercoms can waste valuable time and money for housing associations. Henry Hogben, Mechanical Services Manager at Grand Union, explains how switching to wireless digital systems can reduce the admin burden and help housing professionals regain control of access management. For tenants, too, updating this technology can make everyday living easier and safer in the long term.

At two of its Bedfordshire properties, Bilberry Road and Kingsway House, Grand Union needed to update the access control technology after vandalism and several system failures. The team was also keen to improve tenant engagement, to help foster a better sense of community within the blocks. Following a recent digital push, they opted for several wireless intercoms and an Interactive Digital Noticeboard, to transform access management and tenant communications at the sites.

Time for change

A long-standing not-for-profit organisation, Grand Union provides over 12,000 homes for more than 27,000 people across Bedfordshire, Buckinghamshire, Northamptonshire and Hertfordshire, with plans to build many more in the coming years. But at Bilberry Road and Kingsway House, home to around 350 tenants across 48 flats, the previous wired, fob-based system was causing headaches for the team. The technology at Bilberry Road had been vandalised and needed urgently updating, while keeping track of multiple fobs at Kingsway House was difficult and time-consuming. What's more, the Kingsway House property is based in central Bedford, where tenants often held on to fobs even after moving out, so they could access the gated car park. It wasn't always easy to match the car to the real tenant – so how could they ensure only the current residents had access?

With two busy properties, Grand Union also had to coordinate contractors regularly entering the buildings too. The team would often need to buy new fobs and program them, before making sure they got into the right hands. But when considering all their options, repairing the current system would bring unexpected costs, with installers needing to run long cables and enter individual flats to update the hardwired handsets, as well as scaffolding outside to contend with. Already committed to exploring more digital solutions, it was a simple decision for Grand Union – choosing wireless access control technology would not only streamline the team's management processes, but it would also improve accessibility and safety for the tenants.



Finding the right 'key'

On the look-out for better options, the Grand Union team spotted Intratone products at an industry conference and wanted to know more. After meeting on-site, together with the installer, they chose two SC-02 intercoms with an integrated, invisible camera for Bilberry Road, and two vandal-resistant DD-01 intercoms and an Interactive Digital Noticeboard for Kingsway House, as the solutions that best fit their requirements and those of their tenants.



Despite the installations taking place during the pandemic, the process took just a few days – and was even quicker and simpler than the team expected. The technology has already been a game-changer for Grand Union, enabling them to grant access to contractors with one-off door codes. They found Intratone's online portal easy to set up and intuitive too, allowing them to manage access for both contractors and tenants using one system, and operating it remotely. There is no need to wait for fobs anymore either – contacts can be amended, added or deactivated with a few clicks, without a site visit each time.

Feedback has also been positive on the video feature of the SC-02 intercoms as tenants can easily see who's at the door on their phone before granting them access. From a communication perspective too, the Interactive Digital Noticeboard installed in the foyer of Kingsway House is already having a positive impact on day-to-day living, encouraging people to become more involved in their community and respond to simple surveys with a swipe of their fob.



Boosting accessibility and robustness with the DD-01

Vandal-resistant and user-friendly, the DD-01 intercom provides both housing management professionals and tenants with long-term peace of mind.

Designed specifically for affordable housing, the DD-01 is a cost-effective intercom, for safe, secure and durable property access. With plug-and-play technology and no software requirements, the panel is quick and easy to install and maintain too. Connected to a remote online management system, housing managers can oversee their properties from wherever they are based – and amend or delete tenant details in real time.

GSM-based, wireless technology also allows tenants to use their phones to answer the door, without the need for an individual handset in every flat. Plus, high-contrast buttons on the panel make access control easier for the visually impaired.



Henry Hogben

Mechanical Services Manager at Grand Union commented on the transformation:



Managing access control with the previous system was a nightmare. The two properties were located far apart, which frequently meant having to drive back and forth to grant access to contractors or tenants. Now, having everything in one place puts us back in control.



"We would definitely recommend Intratone to any housing management professionals encountering similar problems. This is the first time I've seen an access system that has all the features to keep things running smoothly, while giving tenants the safety and accessibility they need. In the next few months we'll be looking at other properties in our portfolio that require an upgrade – and Intratone will be at the top of our supplier list."

By updating their access control technology, Grand Union has saved valuable time and money, while ensuring better accessibility and security for tenants for many years to come.



For more information on Grand Union Housing Group

visit guhg.co.uk or call 0300 123 5544.



SIMPLIFYING ACCESS MANAGEMENT AT GALLEONS POINT

Installing and managing wired intercoms with individual handsets can be time- and cost-intensive – particularly for apartment blocks with multiple private dwellings. As the shift towards digitalisation continues apace, housing management professionals are turning to wireless access control technology to simplify the process, while enhancing security and ease-of-use for tenants.

At the exclusive Galleons Point Thames-side housing development in Docklands, East London, Galleons Point Management were tasked with bringing the access control technology up to date and in line with the demands of modern multi-resident living. The team made the switch to a wireless intercom system at 22 different apartment blocks across the complex, helping to transform access management for hundreds of residents at the busy site.



Out with the old

With a vast portfolio of 712 high-rise and low-rise apartments, freehold houses and live-work units in a vibrant district of London, Galleons Point Management is committed to providing an excellent tenant-first approach across its extensive grounds. But with so many residents coming and going regularly due to the volume of tenancies, the previous fob-based, wired intercom system was creating a significant administrative burden. Fobs would frequently go missing and, without a centralised database, there was no way of keeping track of them or having back-ups. For 22 blocks in particular, the access control system was 12 years old and needed urgently updating – or replacing.

The challenge, however, was the time it would take to update 22 intercom systems, as well as the labour-intensive re-cabling process within the buildings. Installing new handsets in 427 individual apartments would also be made more difficult by the COVID-19 restrictions in place at the time: how could this be done quickly and efficiently while keeping a safe distance? It was down to Galleons Point Residents' Association to make the ultimate decision – and as flat-owners themselves, they were fully invested in choosing a solution that would improve security and be easy to use, too.

A modern alternative

Looking for a more streamlined and reliable access system, the Galleons Point Management team was introduced to Intratone as a potential solutions provider. Following detailed demonstrations, the Residents' Association chose the wireless SC-02 intercom with an integrated, invisible video camera and easy property access control from mobile devices.

With installations starting in November 2020, Intratone's GSM-based intercom technology has been fitted in the 22 apartment blocks across Galleons Point. The online portal, which allows the management team to see a real-time overview of fob usage and property access anywhere, at any time, proven to be crucial during COVID-19 lockdowns when travel was restricted. It also means that the process of diagnosing faults and tracking fobs is easier, with reduced time spent on administration.

And from the tenants' point of view, security is enhanced through the invisible cameras in every intercom panel, enabling visitors to be seen first and even packages to be delivered even more securely – with property access granted simply via their mobile phone.



The SC-02 intercom

In safe hands with Intratone's SC-02 intercom

Harnessing the latest property access technology, the wireless SC-02 intercom is designed to make the lives of both housing managers and tenants easier and more efficient.

Thanks to innovative plug-and-play technology, no software is needed, saving housing professionals valuable time and money from reduced installation and maintenance time. The SC-02 intercom, like all Intratone devices, also connects to our secure online remote management platform, providing a real-time overview of every key fob in the building and enabling managers to make modifications quickly and easily. Long-lasting and durable, you can also be safe in the knowledge that it's vandal-resistant, too.

For tenants, they have the peace of mind that the building is safe and secure, through the addition of an integrated, invisible pinhole camera. Plus, with no individual handsets, tenants have full control of property access from their smartphone or landline.

Plus, residents can be safe in the knowledge that any contractors entering the building are tracked using the central online system, in addition to the site's 24-hour security already in place.

For Galleons Point Management, the new system has saved valuable time and will make managing multiple private dwellings much easier for the longer-term too.



Ray O'Shaughnessy

Property Manager at the site, explains how it has been a game-changer, even in a few short months:



The installation process was great – it was 100 times easier than upgrading the old wired systems! We didn't have to run cables up 12 floors and importantly, there was no need for engineers to access apartments to install new handsets, which would have been disruptive and time-consuming at a time when many residents were working from home.



“Based on our experience so far, we would definitely recommend Intratone solutions to other property management professionals – this system is already popular with both our team and the tenants and we plan to install similar systems in the future, too. We have over 30 more apartment blocks that we manage and in the next 12 to 18 months, we are looking to move the whole estate over.”

By implementing the latest easy-to-use, wireless property access technology across 22 apartment blocks, the housing management team at Galleons Point Management now have a real-time overview of all the need-to-know resident information and access, while benefitting from reduced installation and maintenance time.

For more information on Galleons Point Management,

visit galleonspoint.london or call **0207 511 8585**.

FUTURE-PROOFING ACCESSIBILITY IN THE NETHERLANDS WITH DOMESTA



Ensuring properties are as accessible as possible is key for Domesta, a social housing provider for more vulnerable tenants. Find out how Intratone provided the Dutch organisation with the tools to transform their access control systems, while ensuring the safety and security of the residents.

Based in Zuid-Oost Drenthe, in the Netherlands, Domesta manages over 8,500 properties across the region – catering to the specialist needs of low-income tenants, the elderly and people with disabilities. The team is committed to making the day-to-day lives of its residents easier – here, we look at how they improved building access control and security, while staying true to their sustainability values, which remain at the core of the organisation. As part of their recent property renovations, for example, they chose to install wireless intercoms as a flexible, future-proof solution that would benefit the tenants for years to come.

Much needed improvements

At two of Domesta's properties there was an urgent need to replace the previous wired intercom systems with more user-friendly versions. The elderly tenants in these blocks are often less mobile, requiring a greater level of assistance to walk to the door and answer it. For some vulnerable people, they found it almost impossible to grant access to visitors from their individual flats if they were unwell – a challenge that was made worse by the recent COVID-19 pandemic. It was important that any updates to the technology would be inclusive and suitable for tenants of all ages, allowing them to take back control of their property access.

Following an in-depth look at tenant requirements and on recommendation, the team at Domesta opted for Intratone's wireless PB-01 flush-fit intercoms for the first wave of its project updates in these blocks. Installed in two building entrances in just four hours, the new remotely managed access control systems would help residents across the 42 apartments enter buildings more easily via key fobs. They also enabled them to grant access to visitors through their phone (either smartphone or landline) from any location, instead of using individual fixed handsets in each flat.

From a sustainability perspective too, the PB-01 intercoms ticked all the right boxes. Domesta is committed to improving its green credentials, so the chosen access control system had to contribute to its growing list of measures. Without needing extensive recabling, Intratone's wireless solutions generate significantly less waste than traditional wired alternatives.





Accessibility at the push of a button with the PB-01

The innovative, wireless PB-01 intercom is a cost-effective solution for properties with multiple apartments. Durable and user-friendly, it allows residents to control their own property access from their mobile phone or landline for improved security. With individual call buttons and name displays, PB-01 is flush-fit for a seamless, stylish design.

Housing and property managers can save valuable resources too, due to the intercom's online remote management system, which enables them to monitor building access remotely and in real-time. Administration is also reduced as it's easy to edit and delete tenant details either on-site or on-the-go. Plus, there's no longer a need for handsets, cables or mechanical keys – helping to streamline property access management and make building entry more intuitive for everyone.



Johannes van der Boor

Project Manager at Domesta commented on the transformation:



Intratone's wireless systems are the perfect fit for this project, helping to improve flexibility for tenants and provide a future-proof solution that will continue to benefit our team.



“Now, all contact information can be managed remotely in just a few clicks of a mouse, allowing us to customise and display names more clearly on the flush-fit display. It also means we can provide a unique door code to care and nursing staff entering the building regularly, so residents never miss a visit – a common problem for elderly people with reduced mobility. These changes will make an important difference to everyday lives.

Plus, with no individual handsets, ongoing maintenance is reduced. We no longer have to enter individual apartments to solve any technical issues, which results in less administration and time spent on-site – and further benefits the comfort of tenants.”

Making lives easier

Following positive feedback from tenants, Domesta has plans to install the PB-01 wireless intercoms in two more upcoming projects, across 84 further apartments. By installing easy-to-use access control systems across several of its housing complexes, the housing management team has even greater control over residents' security, while helping to save costs and administration time.

For more information on Domesta

visit www.domesta.nl/home or call +31 0591 57 01 00.



BRINGING ACCESS CONTROL TECHNOLOGY UP-TO-DATE FOR THE WILLOWS

Updating traditional buzzer-style intercoms with the latest wireless access control systems can benefit both tenants and housing professionals alike. For GH Property Management, making the switch to new technology helped provide a more robust and efficient solution that suited everyone's needs.

We spoke to Liam O'Sullivan, CEO and founder of GH Property Management, to find out more about the recent access control addition – and why he will be recommending it for other developments in the company's portfolio over the coming years.

At The Willows development in Aldershot, Hampshire, which consists of 106 private flats, houses and affordable homes, the previous wired buzzer-style intercoms needed urgently repairing or replacing, following years of vandalism and frequent ongoing maintenance visits. GH Property Management, which had recently redecorated their 48 flats, was looking to replace the old access control system with a more up-to-date intercom that would not only suit the new aesthetic but also make the day-to-day lives of tenants and housing professionals easier. The team opted for the robust, wireless SC-01 intercom that also connects to a secure online remote management system, to ensure the property's access control would not only meet the needs of the buildings and residents, but also stand the test of time.



Outdated technology

At just over ten years' old, GH Property Management has around 150 diverse developments in its whole portfolio and a rapidly expanding team of 18 employees. Despite covering such a large roster of properties across the Hampshire region, GH Property Management views every residence uniquely to make sure individual tenants' needs are met. So, when it came to the 48 flats at The Willows, the team already had a comprehensive understanding of what was required to replace and modernise access.

After the recent redecoration, it was clear that the previous intercoms looked out of place and were no longer in fitting with the new modern surroundings. Plus, the original intercoms had been a relatively low-cost option when the building was first constructed in the early 2000s, long before GH Property Management added the units to its portfolio. As the access system was almost 20 years old, it often failed to work, leaving tenants stuck outside and phoning the team for urgent assistance.

The old buzzer-style system had an ongoing maintenance contract, but GH Property Management found that it needed constant attention to keep it in working order – particularly as it was subjected to vandalism over the years. It also required plastic handsets in every flat, which meant tenants were often disturbed when the system needed maintenance. To the team, it was clear that they needed to find a more robust, reliable and aesthetically pleasing option.

Positive change

The GH Property Management team was first introduced to Intratone and its wide range of wireless solutions at an event for ARMA (The Association of Residential Managing Agents) members – and were impressed with the simplicity and ease-of-use of its access control and door entry systems. After consultations with the residents' management company, the SC-01 intercom was chosen to complete their refurbishment project and a device was installed on each of the 7 property blocks, with secure fob access control included too.

The installation, which took place in November 2020, was easy and hassle-free; the team was keen to keep construction disruption to a minimum and the GSM-based wireless technology meant that there was no cabling or holes made in the plasterboard.

The new system connects to a secure online remote management portal, which is already proving more efficient for both tenants and the GH Property Management team.



Liam O'Sullivan

CEO and founder of GH Property Management, comments:



The SC-01 has significantly improved our ways of working. We can reduce the amount of time and money we spend on maintenance, as well as undertake fewer site visits. The remote management system has also been great for helping us streamline the amount of admin we do, as we can make changes quickly and easily online.



Residents have adapted well to the new door entry app too, with the help of Intratone's handy guide, which helped the transition by showing them how easy it was to grant visitors access using their own smartphone or landline.



The new SC-01 intercom at The Willows is a practical solution – and the people who live there are happy as it makes their lives easier. In the service industry we are used to only receiving feedback if something isn't working, so it's really positive that we are already getting reports that the technology is a big help to residents. Not only would we recommend the intercom for other companies, but we would use it in the future for other blocks that we manage, too – without question.



By replacing their access control technology, GH Property Management helped to futureproof The Willows development, while saving valuable time and money for both tenants and the team.



Enhancing security and efficiency with the SC-01

Robust and reliable, the wireless SC-01 is a smart intercom to help housing professionals boost security – without compromising looks.

Ideal for use in renovations, the SC-01 is the size of a traditional keypad but with many more features including a camera, name scroll functionality and an integrated proximity reader. It's easy to fit and manage remotely, while providing peace of mind that access is secure. When paired with one door relay card, this intercom can manage up to 10,000 key fobs or transmitters, making it well suited to large, multi-dwelling properties. Plus, as it's available in three different colours and can be integrated anywhere, it helps set your residence apart from others.

For more information on GH Property Management

visit
gh-propertymanagement.co.uk
or call
03453 080 988

EUROSEC

Our network of partners is crucial for distributing and installing our innovative, wireless systems across the UK. Thanks to their hard work, we are helping to make access control simpler, more efficient and cost-effective for the housing industry – and we couldn't do it without them! As part of this spotlight series, we speak to the installers and distributors we work with, to find out more about their business, their thoughts on trends and challenges in the industry and their experience with Intratone.



Lee Newman

Managing Director at EuroSec

A family-run company, EuroSec specialises in the installation and ongoing maintenance of security systems, like access control technology, in the South West. We sat down (virtually!) with Lee Newman, Managing Director, to get his thoughts on...

...EuroSec

The nature of our small business model is that everybody knows us. This helps to set our company apart from others – all our customers know the engineers personally and it's a friendly environment. We have a saying here that 'Every customer is a person, not a contract number', and it's important to us to maintain these relationships. Our contracts are mainly with block management companies – among others – across the local area. When it comes to maintenance and 24-hour breakdown support, this means that we can offer a better and faster level of support to our customers at any time of the day, even at 2am when tenants are stuck in their car park!

...his job

In 2010 I officially became Managing Partner, and I haven't looked back since! My day-to-day work is varied – from customer liaison, to compiling quotes and visiting sites to help solve technical issues, my role is very hands-on. I also sometimes make the tea! There's a lot of job satisfaction in what I do, and nothing beats getting out of the office and seeing the products in action. They say to never mix family and business but working with my brother and brother-in-law has been great over the years – we have a close-knit team, and this level of trust and reliability gets passed on to our customers, too.



...access control

We have over 10 years' experience of installing and maintaining access control systems – the most important consideration is simplicity for the end user. Although choosing a device that's easy for our team to install is obviously an added bonus, making sure that tenants find it easy to operate day-to-day is key. If it's too complex to operate we receive calls every five minutes from residents struggling to gain access to their property, resulting in more site visits. But with the latest wireless digital systems, users can simply download an app on their phone, which they find much easier. It's a win-win situation for both parties if we install a straightforward access control system.

...Intratone

Our partnership with Intratone started three years ago, through playing a game of football! We discussed their range of devices and how we could work together, and it started from there. The equipment is great – it's hassle-free to install using plug and play technology, which means we can carry out retrofits in just a few hours. From a maintenance point of view, too, using Intratone helps us a lot in the long-term. Tenants find the systems simple to use, reducing the number of callouts we receive. If there's any problems, we can also dial-in remotely and usually solve it without needing to visit the site – saving us time. We've also found the level of tech service provided is second to none – the team is always willing to visit our sites, demonstrate the latest equipment and pass on new leads.

...COVID-19

Although we've been lucky enough to continue working over the past year, the pandemic has made it more difficult to carry out essential callouts at properties. Understandably, tenants have been reluctant to let anybody else enter their apartments, especially those who are vulnerable, so we have tried to rectify any access control issues via the communal areas instead. Installing individual handsets in flats has always been hard, needing to work around individual timetables, but COVID-19 has made the problem worse. That's why working with Intratone has been great – their technology means we don't need to enter individual apartments or come back another time to finish installing – it's all done in the main areas without any disruption. On another note, we'd like to thank all our hard-working staff for their patience and support during this time – our team has really come together.

...the future

At EuroSec, we're planning to expand our team over the next few years, following a period of growth. We're also very optimistic about our partnership with Intratone. I usually include a quote for Intratone systems with our customers – often a digital solution isn't something they had thought about before, so it's a great opportunity to introduce another option that we think works well. As for the future of the industry, we see digitalisation taking off – analogue systems are already fading out and we expect this to continue as housing professionals see the benefits of more advanced devices. Everything will be digital soon, watch this space!

The EuroSec team



Andrew Newman



Jason Silcox



Dominic Herbert



Abi Williams



Mathew Austin



Jordon Newman

Interested in finding out more?

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Visit www.euro-sec.co.uk
Call **01633 666 365**



intratone

At Intratone, we believe that access control equipment should be user-friendly for everyone, whether they're managing the property or living in it. By turning a mobile phone into a powerful building access tool, taking control of security, costs and your time has never been so easy.

Find out more about our smart access solutions and wireless door entry systems.



Get in touch with the Intratone team today:

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