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Liberty Grove Community Security Handbook

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Preface

This handbook has been designed to assist the Liberty Grove security staff in the execution of their duties within the Liberty Grove community complex. All security staff are required to read this handbook carefully and thoroughly understand its contents.

Obviously no handbook will provide guidelines for every situation; nor should any single manual be relied upon as the sole source of safety and security information for the Liberty Grove community. This handbook provides general precautions and procedures applicable to most situations.

The procedures in this handbook are based on sound practice but each situation is different, and security staff must always use their own training and judgement to determine what course of action is best for them. Please remember that each staff member has a duty to address issues of safety and security in a proactive and flexible manner at all times.

This handbook will be reviewed and updated as necessary. Feedback and suggestions for changes to the handbook should be forwarded to the Liberty Grove Estate Manager.

Liberty Grove Community Requirements

Personnel employed as security staff within the Liberty Grove Community complex will be fully qualified, trained and licensed security guards, who hold the required first aid accreditations. All security staff will do their best to promote a pleasant, harmonious and friendly atmosphere within the community complex, in particular security staff will make eye contact and acknowledge residents with a greeting.

The security staff will at all times be dressed in an appropriate Security Company uniform, which must display insignia clearly identifying the contracted Security Company and the wearer as a company employee. The uniform must be readily distinguishable from that of a member of the Police Services, State Emergency Services, Defence Forces or similar organisations.

It will be the responsibility of the security staff to comply with the Estate Manager's and Community Association's reasonable requirements in respect of the use of any monitoring system that may be installed. All security staff must be impartial in all dealings with residents. Whilst there may be circumstances when the security staff may have to use their judgement to resolve a situation, there are no circumstances in which discretion can be exercised in applying or enforcing by-laws or other legislative requirements.

Security staff must be fully conversant with the By-Laws of the Liberty Grove Community Association and the individual Strata Associations. They must adhere to the By-Laws, directions from the Estate Manager, Executive Committee of the Community Association (in matters affecting the community as a whole) and the Executive Committees of the individual Strata Associations (in matters affecting the individual strata scheme).

Daily Routine

Security Duties

Security staff are required to **patrol all accessible areas of the perimeter sound wall** internally and externally at least three times per shift. They will record any graffiti or damage to community property. They will conduct spot-checks during the evening of Concord Avenue (south) and Oulton Avenue (north).

Security staff are required to carry out **foot patrols of all under-croft garages, streets, parks and walkways** (including the pedestrian walkway along the centre of the estate) randomly at least twice per shift. They are to ensure that all **internal and external lockable doors are secure (excluding individual houses)**. They are required to perform visual checks of vehicles parked in garages of apartment buildings and note and report any anomalies. If a vehicle is provided, it must not be used as a substitute for foot patrols. Road rules and speed limits must be observed at all times.

In respect of the strata towers, security staff must perform a **perimeter ground level patrol** between 10pm and 1am nightly and ensure that all common property doors and windows are locked. They must also periodically check the top floor of each strata tower and ensure that the roof access panel is secure. Additionally, they conduct perimeter patrols for all low rise stratas to ensure that those stratas are secure.

Security staff are required to patrol all public pedestrian access walkways and the central walkway particularly during peak hours and at sunset.

Security staff will **monitor the use of all of the community's facilities**, including pools, tennis courts, basketball courts, gymnasium, barbecue areas, etcetera. They must ensure that they are not being abused. Anyone who cannot prove that he/she is a resident or the guest of a resident, who is present should be asked to leave the area and, if necessary, escorted from the area. The gymnasium is for the use of residents only. The security staff are not permitted to use community facilities under any circumstances, whether or not invited by a resident, while performing services under this contract. This does not apply to pools, gymnasiums, etcetera, in the strata towers, which are the responsibility of the individual Strata Plans.

Security staff must ensure that the windows in the community centre gymnasium have not been tampered with, and that external doors are secure. They must ensure the equipment is being used properly in accordance with the Community Association's instructions, and is not being used by children under the age of 12 years, unless accompanied by and under the direct supervision of an adult.

They must **close the community facility at 10pm** each night and activate the alarm. At 6:00am each morning the alarm is to be de-activated.

Security staff are required to **report any emergency breakdowns or malfunctions** which may require expenditure to their Security Supervisor before any attempt is made to contact a repairman or tradesman. The Security Supervisor will then immediately contact the Estate Manager, or the Building Manager where the matter is related to a Strata building, for further instructions. If it is not an emergency, the security staff will record the details on the shift log for the Estate Manager to follow it up during business hours.

They are required to **contact their Security Supervisor and the Police in the event of break and enter, theft or other serious incidents**. The security staff will liaise with the local police and keep the relevant residents informed of the events. They will obtain an incident number from the police and the names and phone numbers of all parties involved.

Security staff must **record all lights on common areas (community or strata), which are not functioning**, or any bollards damaged in any manner on the supplied form. This record must be given to the Estate Manager daily.

They are required to **approach any person seen in the estate acting suspiciously**, either on foot or in vehicles and check their bona fides. Security staff will record the descriptions of any people acting in a suspicious manner (including details of their vehicle).

Security staff are required to **check all the gas taps** and outlets on all barbeques to ensure all are turned off properly when not in use. They will turn off all lights, if a facility is not in use.

They are required to take all necessary steps to **barricade any area, which contains a potential risk** or hazard. They must immediately report such action to the Estate Manager. In case of an emergency outside business hours, security staff will co-ordinate with the appropriate authorities and immediately notify the Estate Manager of all action taken.

Security staff will immediately investigate any house/building alarms and immediately notify the Estate Manager of all action taken. They are required to **secure all fire exits in all strata buildings** at all times.

Additional Duties

Security staff are required to place curtains on the strata tower lifts while residents are moving in or out of the towers. They will lock off the lifts only between 9.30am and 4.30pm weekdays and 8:30am and 4.30pm on weekends in order to facilitate residents moving in and out.

Light globes throughout the estate will be changed where appropriate. Where it is reported that a garage door is not working, the security staff will attempt to rectify the problem. This is to be listed on the shift report for follow up by the Estate Manager.

Any resident seen with a shopping trolley will be approached by security staff and advised that shopping trolleys should not be brought into Liberty Grove. If shopping trolleys are noted on, or near, roadways, the security staff will remove them to a suitable collection area.

Security staff will maintain a key and remote control register. Details of all tradespeople using these will be recorded. They are also required to record the vehicle numbers of vehicles belonging to tradespersons and removalists, who may be operating within the estate's boundaries. Additionally, security staff will note the address at which those tradespersons or removalists may be working at.

At night, security staff will monitor the water level in all of the pools within the estate and fill them when required.

If the tennis court is not in use either due to weather or a no booking, security staff will ensure that the flood lights have been switched off. They must place the 'Tennis Court Booking' sheet on the notice board at 4pm daily. The lights for the tennis court must be turned on at sunset or at the request of the user and switched off at 10pm daily. During the summer months the lights to all the pools must be turned on at sunset and off at 10pm daily. There are no exceptions to this, unless on the written instruction of the Community Association.

Security staff will notify the Estate Manager's office if they notice that any supplies are running low.

Security Shift Reporting

Security staff will complete a “Shift Security Log Report” at the end of each shift and give it to the Estate Manager at the earliest opportunity. This log must be in a logical and legible format. A copy must be kept by the contracted Security Company and is to be made available on request to members of the Executive Committee of the Community Association at any time.

A monthly report will be produced from the previous four weeks activity and should contain the following:

- Significant incidents, which occurred during the period.
- Police reporting or other contact during period.
- Recommendations for any changes in operational procedures.
- Statistics (current and historical) for incidents by category (to be determined in consultation with the Executive Committee of the Community Association).
- Suggestions on security improvements.

The contracted Security Company may be asked to attend scheduled meetings of the Executive Committee of the Community Association, eleven times each year during the currency of the contract and report on the security issues of the estate since the last meeting.

Security Shift Times

All security staff will be required to be on the Estate at least 15 minutes before the start of their shift. One security staff member will be on-site at all times. The shift times are:

- 9:00am to 9:00pm
- 9:00pm to 9:00am

From 1 December thru to 28 February each year, an additional security staff member is required on weekends (40 hours) as follows:

- Friday 6:00pm to 2:00am Saturday
- Saturday 10:00am to 2:00am Sunday
- Sunday 10:00am to 2:00am Monday

An additional security staff member is required for school and public holidays (additional 132 hours per week) during the summer period when there is extensive use of the pools expected:

- Monday thru Friday 10:00am to 2:00am the following morning

Procedures

Contacting the Security Staff

It is the responsibility of the contracted Security Company to ensure that all on-site staff are contactable at all times via the established security telephone contact number, which is owned by the Liberty Grove Community Association. This is the number known by the community as the security contact number. There are two contact numbers, a land line and a mobile. When the security hut is unattended, residents can contact security on their mobile which will be carried by the security staff member on duty. These phones are not to be used for private calls. A monitoring system may be installed on this telephone to scrutinise usage.

The contracted Security Company will provide whatever equipment is deemed necessary to maintain continuous contact with the security staff, whether by diversion to pager, mobile, supervisor or by other means. It should be noted that there are certain areas within the estate where mobile telephone reception is impaired or non-existent.

At all times, the current security staff member needs to be accessible by any person within the estate who rings the Security's mobile number 0405 071 553.

Mobile no. 0405 071 553 if unanswered diverts to
→ Supervisor's Mobile. if unanswered will record a Voice Mail Message.

Telephone Answering Protocol

Good Morning/Evening/Afternoon (as applicable). This is Liberty Grove Security (name of security staff) speaking.

Your name is? XXXXXXXXXXXXXXXX

Your address is? XXXXXXXXXXXXXXXX

Your contact number is? XXXXXXXXXXXXXXXX

And how can I help you?

Thank you for this information. I will ring you back with an update of the outcome.

Key Retrieval Protocol

1. Good Morning/Afternoon/ Evening (as applicable). Are you a resident of Liberty Grove?
2. If yes. May I see your key? (record the key number)
3. In the Estate's database match the key number to an address.
4. What address do you live at? (record the address)
5. If the key number does not match the address, ask : Do you have the name of the resident whom you are a guest of? (Record the name and address.) If not a guest of a resident, confiscate the key, escort the person(s) to one of the exits on the estate and report the incident to the Estate Manager at the earliest opportunity. Advise the person(s) that Liberty grove is a private estate and that the facilities are not available to non-residents unless accompanied by a resident.
6. If the key does match the address, return it and thank the resident for their co-operation.

Conference Room Bookings

Security staff will be required to open the Community Centre Conference Room 15 minutes prior to any use according to the booking schedule given to them by the Estate Manager. They are required to monitor the users of the facility so as to ensure adherence to Conference Room guidelines. They are required to inspect the room at the end of each booking and fill out the review form at the time of inspection. This form must be lodged by 9.00am the following day with the Estate Manager. Security staff are required to lock up the Conference Room after use.

No security staff member is authorised to take bookings for the Conference Room or to enter discussion on refund or retention of deposit. All such requests must be referred to the Estate Manager for resolution.

Complaint Handling

1. Identify yourself by your first name.
2. Ask the person making the complaint their Name, Address and Telephone Number.
3. Identify nature of complaint, i.e. By-Law breach, Police/Council issue or Estate Manager maintenance issue.
4. Acknowledge the information and confirm the information as you write it down.
5. Advise the person that you will get back to them with a response.
6. Contact the Estate Manager if required.
7. Contact the Police if required.
8. Make a note in the Shift Log.
9. Return call to person advising them of the outcome.

Sample Reported Security Issues

The following are examples of security issues, which require reporting:

1. Dogs barking
2. Broken down garage doors
3. Property break and enter
4. Cars parking on private property
5. Lizards on private property
6. Lights blown
7. Air-conditioning noise levels too high
8. Water leaks
9. Accidents
10. Cats fighting
11. Electricity blackouts
12. Party noise

By-Law Breaches

Illegally Parked Vehicles

Security staff will issue by-law breach notices to all illegally parked motor vehicles where the vehicle owner is identified in the residential database. A record of these details must be made and given to the Estate Manager by 9.00am on the next working day the Estate Manager is on the Estate. Care must be taken to breach **ONLY** those cars improperly parked, or residents' vehicles parked in Community visitor spaces. No breaches notices should be applied to vehicles parked on private property.

Vehicles Parked on Roadway or on Private Access Way

Where a vehicle is parked on a public access way (any trafficable road contained within the boundaries of the Estate's Community property, either tarred or paved) a breach notice is to be issued on behalf of the Executive Committee of the Liberty Grove Community Association. Where a vehicle is parked on a private access way (a road leading to, or from, a Strata building, not within the boundaries of the Estate's Community property), a breach notice is to be issued on behalf of the Executive Committee of the relevant Strata's Owners Corporation.

Resident Vehicle Parked in Visitor Parking

Where a resident's vehicle is parked in a visitor specified parking spot, a breach notice will be issued on behalf of the Executive Committee of the Liberty Grove Community Association to the lot owner of the offending resident.

Clothes Lines and Washing

Where a clothes line is visible from a trafficable road within the common property of the Estate, a breach notice will be issued to the offender. No clothes line shall extend above 1.8m above ground level. No clothes are to be left drying on balconies of either strata buildings or houses.

Recording of By-Law Breaches

Security staff will be required to photograph any breaches of the by-laws (e.g. washing on balconies, for sale/rent signs, etcetera), with the camera provided by the Estate Manager. They will be required to record all photographs taken, noting address and nature of offence. They will be required to return the camera and report to the Estate Manager by 4:00pm daily (Day Shift only). They will be required to issue breach notices in accordance with policy laid down by the Executive Committee of the Community Association, and provide copies to Estate Manager daily. They will be required to serve Notices to Comply and record details of service.

Wheel Clamping on Strata Buildings' Property

While wheel clamping will not be carried out on any common property of the Liberty Grove Community Association, selected strata schemes have requested that vehicles illegally parked within their strata common property may be wheel clamped.

No vehicles standing on the Common Property of the Liberty Grove Community Association are to be clamped under any circumstances.

Consequently, between the hours of 12am and 4am the security staff member on duty will identify vehicles parked illegally on the common property of participating strata associations. The security staff member is required to photograph the vehicle before, and after, placing the clamp on the front wheel. The security staff member will place a note under the windscreen wiper, advising the owner of the clamped vehicle the procedure for the removal of the clamp.

The vehicle owner will contact the on duty security staff who will make their way to the location of the offending vehicle. The security staff will ask for identification from the person asking for the release of the vehicle. This is to be recorded in a Clamping Release Form and signed by both the security staff and the person asking for release. Details are to include, name, driver's licence number, residential address and registration details of the offending vehicle. If they are a visitor, the name and address of the resident they were visiting is also to be recorded. The Clamping Release Form is to be handed to the Estate Manager at the end of the shift. The security staff will remove the clamp from the vehicle. The owner of the vehicle will be given a copy of the Clamping Release Form, along with the Information Sheet circulated to all residents reminding them of the parking by-laws within Liberty Grove.

The Clamping Release Form will be filed, and the details of the offending vehicle will be recorded on a master list by the Estate Manager. When a vehicle has been clamped more than twice, the owner/driver of the vehicle will be issued with an Administration Fee Notice on the third and subsequent occasions. A copy of the Administration Fee Notice will be given to the owner of the vehicle, another copy will be sent to the Community Manager to issue a letter of demand and the original will be kept at the Estate Manager's office as a permanent record.

The Community Manager is to recover the Administration Fee from offending vehicle owner/driver.

Potentially Violent Situations

Security staff must not become involved in situations which have the potential for violence. If this situation arises, the security staff should back away from the situation, and immediately call the police to request attendance ASAP.

The incident should be reported to the Estate Manager at the earliest opportunity.

Estate Emergency Numbers

A list of Emergency Telephone Numbers is to be supplied to all residents, which can be placed on the inside of a rental apartment door, or other convenient place. The emergency numbers for the Estate are as follows:

Liberty Grove Security	0405 071 553
Estate Manager	9743 6612
Community Manager	4625 9882
Burwood Police	9745 1333
Concord West Fire Brigade	9763 1648
Sydney Water	13 20 92
Energy Australia	13 13 67
AGL	131 766
Concord Hospital Emergency	9767 6090
Canada Bay Council	9911 6555