

To: Alan Cooney	From:
Organisation: Key Management Systems Ltd	Organisation:
Fax Number: 01494 715097	Tel. Number:
Date:	E-mail:

Tenant Key Management Survey

Key Management Systems Ltd (KMS) is an established company working exclusively in the tenant access industry, offering a range of tailored tenant access management solutions that make the management and monitoring of tenant access systems much simpler.

Please take a few moments of your time to complete this survey, which asks for information from you as a social housing professional on what is important to you regarding the administration of your housing blocks. When you have completed the survey, simply **fax it back to us on 01494 715097**. Your replies will be treated with the strictest confidence and will remain anonymous. KMS will consolidate all replies into a market report which will be sent to all participants, published in the housing press and be available on the KMS website.

For each question below please circle or underline the answer that best fits your judgement

Q1 What % of your high rise & low rise housing blocks have door entry & tenant access control (PAC key fob) systems currently installed ?

None 1-25% 26-50% 51-75% 75-100% Don't Know

Q2 How many PAC key fobs have been issued to your tenants since you commenced installing these systems ?

0 - 5,000 5,000 - 10,000 10,000 + Don't know Not Applicable

Q3 The majority of your tenant access systems are

Programmed locally at the housing block by your own staff

Programmed locally at the housing block by a contractor

Programmed from a computer sited in an area housing office

Programmed from a computer sited in our estate wide central monitoring station

Q4 Your key fob management is under control and managed to its optimum with all expired key fobs routinely deleted from the systems, therefore preventing ex-tenants, including those evicted due to Anti Social Behaviour from re-entering the block.

Agree

Don't Know

Disagree

Q5 The actual cost for you to issue each new PAC key to a tenant including staff or contractor time on and off site is

Less than £10

£10 - £15

£15 - £20

£25 +

Don't know

Q6 Your tenant key fob / door entry system's are used to monitor door forced, door left open and other alarm conditions on site to provide advance warning to your maintenance/repairs provider of ongoing site issues

Agree Don't Know Disagree

Q7 Your tenant key fob system is used to allow staff and nominated contractors to gain access to your blocks and you can create relevant activity reports if required for monitoring purposes

Agree Don't Know Disagree

Q8 Is your organisation upgrading security on your housing stock as part of the requirements of the decent homes standard ?

Yes No Don't know

Q9 What % of your high rise & low rise housing stock was upgraded to meet the requirements of the Disability Discrimination Act (DDA) ?

None 1-25% 26-50% 51-75% 75-100% Don't Know

Q10 Which of the following door entry and tenant access control manufacturers are you familiar with ?

PAC Keri Status KIS Raytel ISM
BPT Entrotec Fermax Interphone Tunstall
Tynetec GDX Videx Ensign Select Manufacturing

Q11 Which of the following housing resources do you refer to in the course of your work ?

Inside Housing The MJ Housing Today Public Finance Magazine
housingnews.co.uk Public Sector and Local Govt. Magazine Local Govt. News
Local Authority Building & Maintenance Chartered Institute of Housing
Housing Association Building & Maintenance

Other (please list)

Thank you for sparing your valuable time. This Survey is to assess the issues affecting the management and administration of tenant access systems in the UK as a whole. However, if you wish to learn more about Key Management Systems and the services we provide, please contact Alan Cooney on : Tel: 01494 531099
E-mail : info@keymanagement.org.uk
Web : www.keymanagement.org.uk
3 Easton Street, High Wycombe, Bucks.HP11 1NJ.

Tick this box if you do not wish to receive further communication from Key Management Systems Ltd.