

**Client:** Thurrock Council  
**Contract:** Installation of concierge entry system to 285 flats

**Value:** £208,000  
**Period:** 3 months

## THE PROJECT

Anti-social behaviour in the area and the lack of security was of great concern to both the council and its residents. The existing door entry system was obsolete and maintenance was becoming more difficult and costly year on year. Control over the allocation of fobs was another major issue.

Thurrock asked Oakray as their access control contractor to specify a new system. It needed to be cost effective, secure and be accessible remotely from the Civic Offices for monitoring and fob programming. We considered a number of factors including, cost, functionality, manufacturers (location, stock availability, services) and Thurrock's existing portfolio. We finally decided to use the ISM Genesis system. ISM are a UK based manufacturer, a majority of Thurrock's stock already has ISM installed, and they are still producing parts for systems that were built more than thirty years ago. This would give our client the peace of mind that the system used was of a high quality and would be easy to maintain for the full life of its service. Working with Thurrock Council we arranged consultation evenings with the residents, set up dedicated contact numbers / email addresses and posted regular update notices within the blocks to let the residents know how we were progressing with the program.

Thurrock also took this opportunity to carry out tenancy audits across all of the blocks as we were issuing new fobs.

Once the installation was complete Oakray carried out system training with all concierge and management staff at the Civic Centre.

The system has worked so well and that we were asked to install the same system across another 9 high rise blocks within the borough.

## DELIVERING THE SOLUTION

- Replacement of the existing obsolete Tunstall System
- Implementation and installation of a cloud based fob control system
- Installation of new exchange based concierge entry system
- Liaison with client, concierge and residents throughout the entire installation process

## RESULTS

- 3 year warranty on parts, repairs reduced
- Improved resident satisfaction and concierge functionality
- Improved security across the whole site
- Integration of the external service gates and resident carparks
- Ability to control the gates remotely and also to monitor their use
- Cloud based fob system allowing complete control over the allocation and removal of fobs
- Powerful live reporting on fob use across all blocks from both the concierge office and the Civic Office



**Designed.  
Installed.  
Managed.  
Maintained.**