

Improved Effectiveness of Communal Door Access

Trivallis.

The Challenges

As one of the major housing operators in Wales, Trivallis (formerly known as RCT Homes) have over 380 residential blocks, including 27 Sheltered Housing units. Trivallis faced challenges that are common in many housing associations. With standalone systems in each residential block, there were too many people involved in operating and managing the communal door access systems. This in turn led to limited administration and Trivallis losing track of fobs.

The time taken to administer the standalone systems was huge, as staff spent time travelling to and from blocks to add and delete fobs. Without effective administration, there were occasions where fobs were not cancelled and unauthorised people were sleeping rough in communal areas of some properties.



The Requirements

With such a broad portfolio of residential blocks, Trivallis knew that they needed to improve the effectiveness of their communal door access systems to ensure all fobs that were added or deleted, were registered immediately and a detailed record kept. They were also looking to improve the reporting to allow them to constantly monitor movements through communal doors.

Following detailed discussions, KMS recommended adopting Simplekey Web, their cloud based communal door access solution. This would provide a more efficient way to add and delete fobs, whilst at the same time provide detailed reporting on fob usage.

The Results

Trivallis installed KMS' Simplekey Web into a number of their residential blocks and since then have rolled the system out across approximately 240 blocks including 17 Sheltered Housing blocks. The results have surpassed expectations with some benefits that would not have originally been expected, so much so, that it is now being used on gates into communal areas as well as into the residential blocks themselves.

With housing managers now able to add or delete fobs remotely, residents are able to collect new fobs from their housing manager immediately and not have to wait for them, saving everyone considerable time.

The system has also enabled Trivallis to monitor all people, especially in the Sheltered Housing units, ensuring security is kept tight.

There have been further benefits including providing Police with detailed reports for criminal investigations. Simplekey Web has also helped them deliver their commitment to regular gas checks allowing engineers to enter the property when fobs have been disabled.

Christian Jones, Trivallis

"KMS have been superb right from the early days of the dial up system and we are now operating from their latest system, Simplekey Web. The results couldn't have been better and have not just allowed us to improve security but saved a huge amount of time and money for the organisation. The product is backed up by great customer service and even where we have had small problems, KMS have fixed them immediately".

For more information on this Case Study or any of our products/services call +44 (0)1494 531099 or email info@kms.uk.net