

# THE ATRIUM OWNERS ASSOCIATION

(Registered with the Registrar of Societies, Chennai, Registration # 144 / 1999)

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## CIRCULAR – SECURITY UPDATE

### To all Residents

Dear Resident,

Evergreen security services have been gradually settling down and many of the issues have been sorted out . There is still room for considerable progress and we are making all efforts to ensure that they meet our expectations .

Along with the change in the security agency and in line with the approvals accorded at the SGM held last year, we have gone ahead with the implementation of the boom barriers and the CCTV's. These are nearing completion (all civil and electrical work has been completed) and this should be operational within the next 10 days.

Once implemented fully along with the training imparted to the security guards , we believe that there will be enhanced security system in place in the Atrium . I am sure we will get total cooperation from all residents – since like with any new system there could be some initial transitional issues.

- 1) As in all transitions, there could be hiccups (we are trying to ensure that it is as smooth as possible) . Please bear with us and if there are complaints please note them down in the complaint register that is maintained at with the security supervisor. These will be looked into and action taken as appropriate. Action taken will also be intimated to the concerned resident. Please note that there cannot be action taken on oral complaints so request all to follow this process.
- 2) The security personnel have been given strict orders by the MC that they will take instructions only from the MC ( any changes in security policy to be intimated by the President / Secretary and the MC in charge of security only in writing ) . They have been asked to be polite but firm with all other instructions received from anyone else. Any suggestions may please be routed through the MC.
- 3) The database of all maids , cooks , drivers , live in help and other workers within the Atrium is being tabulated and maintained . Please provide the information requested for before end June . They will be provided with ID cards which must be carried on their person at all times and produced on demand ( by security personnel) . Security personnel have been instructed to deal firmly with cases where such help do not produce the ID cards and in case of repeated and wilful offenders , the MC will have to bar their entry into the Atrium complex in the interests of the security of the rest of the residents . Residents are requested to

ensure that their help respect the rules of the Atrium. This rule will be introduced from July 1st . 2012 and gradually strictly enforced . ( latest by July 15<sup>th</sup>)

- 4) The database needs to be updated regularly so we strongly urge each resident to help us by voluntarily informing Vijayan whenever there is a change
- 5) We are also keeping a database of all help , driver etc who have been blacklisted for whatever reason ( proven theft , wilful disregard for Atrium rules etc ) . Residents are urged to check with security / Vijayan to ensure that the proposed person they are seeking to employ is not in such a blacklist . This will ensure that such folks don't gang up and play one resident against the other .
- 6) As you must have seen the boom barriers are ready . This will be functional from the first week of July after checks are over and the cards are calibrated . Residents will be provided with the card for opening the boom barrier – one card per garage free of cost . All extra cards need to be paid for @ Rs 150 per card and will be issued only after an inspection of whether the car can be parked in the garage or not.. ( Any loss of such card will be replaced only on payment of amounts to defray card expenses) .
- 7) The cards should be kept in the cars and not taken out . These should be manually showed at the entry point card reader so that the boom opens up and lets the car / vehicle pass through . There is a sensor that will ensure that the boom will not close until the car has passed through and is clear . At the exit point ( Main exit and M block ) there is also a card reader and one needs to show the cards similarly . Visitor cars that exit through the basement will have to necessarily stop at the exit where the pass and the tokens are collected and the boom raised manually .
- 8) Request that at the Main exit , if there is a car in front that has not yet passed through the boom barrier then the car behind waits at the foot of the ramp until the driveway ahead is clear . This is to ensure that you are not inconvenienced by having to stop the car at an incline if there is a car in front.
- 9) Drivers will be given an ID card and allowed into the basement for parking their two wheelers on a manual basis . It is mandatory for the drivers to have ID cards .
- 10) Security guards have been strictly instructed not to allow cars / vehicles into the basement without the entry cards . Taxis and outside vehicles ( that do not have the card) will not be allowed into the basement whatever the reason. The only exceptions are aged people who cannot climb the stairs and need access to the lift or cars with heavy luggage . **The security personnel have instructed to inspect and convince themselves that this is a genuine case before manually operating the boom barrier** . All such cases need to be recorded in the log that is to be maintained and will be signed off by the security officer. The car will also be escorted by the security personnel who is stationed in the basement . The security officer needs to maintain a log and explain reasons for the manual override so please help them in their work .
- 11) Outside taxis on long lease will be permitted inside the basement ( and to be parked in the assigned car park ) provided owner / resident has the card . It is the owners/ residents responsibility to get the card back and give it to the new person if there is a change of cars . Taxis without cards will not be allowed into the basement .
- 12) Visitor car parking rules will be the same as existing and will be strictly enforced. Such drivers cannot get into the basement and residents are requested to please inform their visitors accordingly . The security staff has also been similarly briefed.

- 13) Outside taxis coming to pick up people from inside the Atrium on a regular basis will be allowed inside the premises only for a period of 30 Minutes . Residents are requested to please inform their agencies that The Atrium cannot be used for washing and cleaning their cars and if any such activity is found such cars / drivers will be refused entry .Such drivers cannot also use the facilities (water; lavatory etc ) that is reserved for Atrium resident's employees.
- 14) Security has been told to ensure that no outsider is let inside without the consent of the concerned resident . The security will call up and inform and only after consent is obtained will the person be let in . It is the responsibility of the resident to ensure that they have a working telephone ( AIRTEL ) connection . In order to ensure that the security of the rest of the residents are not compromised , visitors to the apartments without the telephones will not be let in after July 15th
- 15) Regular vendors to the Atrium will be given ID cards and only Jothi stores , the milk vendors and the gas delivery boy will be allowed into the basement . Any other delivery people with heavy loads will be let in after checking where they are going and getting the consent of the resident.
- 16) The CCTV system will also be functional from the first week of July , the security supervisor will monitor these CCTV's from his position as also recordings are available for 30 days should there be an incident.

These measures will , we are sure , go a long way in ensuring that security at the Atrium is beefed up

Thank you .

MC in charge

R.Sivadas