

### A nationwide partnership in vacant property management



Secure Empty Property Limited



### **About Secure Empty Property**

- Specialist contractor with unique security technology to mitigate risks of vandalism, arson, squatting and theft
- Unique funding :-
  - Investment by EU's Regional Development Fund & European Investment Bank
  - ► Focus on generating economic benefits to NW Region
    - Local employment
    - Inward investment
  - Strong CSR reported to EU
    - Operate Employee Benefit Trust
- Same-day, 24/7 fast-response service













### Multi-stakeholder effect of vacant property

- Significant impact upon social housing tenant satisfaction & retention
- Impact upon asset value
- Wasted public assets
- Budget impact of expensive 'over-security'
- Hinder re-let and refurbishment process
- Damage to window & door frames of boarding
- Voids a magnet for crime with wider impact on community



### Poor quality security equipment reflect upon service provider, landlord, managing agent and the neighbourhood



### Temporary alarm technology

- Fast-install, battery powered, wireless comms
- Detect movement, tamper & permanent smoke
- 24/7 remote monitoring
- ▶ 24/7 fast-response
- Remote arm / disarm
- Ideal for large, multiple opening properties or high-risk with steel
- Discrete & tenant-friendly
- Contract management Monitors entry & exit times of contractors
- Latest technolology!





### Up to the Minute Technology

- ► The 'Ultra' GPRS/GSM signalling temporary intruder alarm system which meets BSEN 50131 for Intruder Alarm Systems Grade 2 /Class 2. Monitored 24/7 with recorded capture of individual's entry and exit times.
- ► The alarms communicate 'sim card fitted' on all frequency's quad band.
- We utilise a special gateway within the networks to ensure our transmissions are received quickly.
- ► The alarms will first communicate 'typically in under 12 seconds' to the monitoring centre via GPRS through the mobile network then the internet and as a fail-safe they will then revert to GSM.

#### 'Ultra' Alarm Signals

The alarm unit communicates to the monitoring centre:-

- Arm 'by whom with an I button'
- Dis-Arm 'by whom with an I button'
- Activation by zone 'highlights a smoke detector' always live
- Low battery main alarm unit
- Low battery for any detectors
- Tamper on main alarm unit
- Tamper on any detectors
- Handshake 'all is well check' from the main alarm unit
- Handshake 'all is well check' from the detectors fitted

### Temporary anti-vandal window screens and doors

- Steel perimeter security offer physical and visual deterrent
- Temporary fixing methods minimise damage to door & window frames & glazing
- 2x 5-lever insurance approved mortice locks
- Perforated steel window screens allow natural light and ventilation



## Modular anti-vandal steel screening system



# Flexible fixing methods to minimise damage to glazing, frames, paint and plasterwork





### De and Re-glaze meeting all relevant H&S and operational standards



### High quality installation meets landlords and potential tenants aspirations



### Multi-disciplinary approach

- Re-let, disposal or refurbishment process demands a wide range of services to achieve efficiently & cost effectively
- One-stop-shop for Empty Property

Initial instruction	Void period	End-game
Risk Assessment	Physical security	Preparation
Insurance survey	Electronic security	Viewings
Key holding	Guarding / patrols	De-secure
Escorted viewings	Live-in Guardians	Hand-over
Clearance	Isolate utilities	
Eviction	VPI / Keyholding	

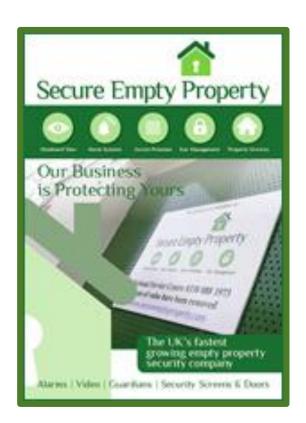
### KPI's & our commitment to you

- Partnership working and embedded social agenda
- Transparent working, transparent costing
- Innovative working relationship

Activity	KPI	Commitment
Instruction to secure or remove	Same day response - instruction before midday	Alarm installed FOC if full screening cannot be achieved
Alarm response	Within 20-minutes	Fully reported monthly
Customer satisfaction	95% Excellent or Good	On-line customer survey fully reported each month
Timed attendance	On-site within 10-mins of appointment	Fully reported monthly
Management reporting	Monthly review of activity & billing	Transparent complaint escalation
Damage and Loss	Zero-tolerance to damage during installation/ removal	Cost reimbursed where attributed to SEP

#### Why us?

- Local service provider
  - ► Embedded social agenda
- 24hr / 365 service
- Live tracked vehicles
- Same day service
  - Latest technology and new equipment
- One-stop-shop service
- Fully account managed
  - No call-centres!
- In-control invoicing
  - ► Transparent financial summary
  - ► Full activity report
- ► EVERY JOB MATTERS!



#### www.secureemptyproperty.com

National Service Centre: 0330 088 1973 info@secureemptyproperty.com

