

Community Advisory Committee Minutes
February 8, 2023

Committee Attendees: Al Muller (Village Council Liaison), Bill Corey, Sheila Footer, David Churchill, Bill Lewis Evan Smith, Cameron Moody, Ken Niles, Ethel Pacheco, Joe Bucherer

Regrets: Sandra Schwarzbart

The meeting was held in the Village Center and called to order at 6:00 pm.

Topics:

Follow-up from the January 4th meeting by Julian and Jason:

- Installed a new Police Field Office sign which now faces North Park Ave.
- Met with the manager of Willard Towers to reiterate the trash/dumpster issue. They have had problems with their current trash contractor and are working on the issue, so the dumpsters aren't sitting in the road for as long.

New Topics

- Red House discussion & survey response level
- Safety / Security Info for buildings shared (details attached).
 - Note, there is little the Committee or Council can do on this topic as this is the responsibility of the buildings and their management and boards.
- Welcome Sign Progress
- Electronic Bulletin Board at Village Center
- Committee Member Roundtable
 - Update on Friendship Alliance meeting regarding retail development
 - 4620 lifting mask mandate on March 13th
 - Willard Towers: Issues with reduced shuttle service
 - Both Willard Towers and 4615 (owned by AIR Corp) report no concierge presence after 11 pm.

The next meeting will be held on March 8, 2023, at 6:00 PM at the Village Center.

Building Security Practices:

4601 (Elizabeth):

- Entry to the building lobby and internal access to tower lobbies to residential floors requires use of a fob.
- Unknown vendors, outside of UPS, Amazon, USPS, etc., require ID and contact information for resident. Residents are requested to let the Concierge Desk know if there are expected guests or deliveries. For deliveries of food, if physically able, residents are requested to visit the desk to pick up their item.
- A Safety and Security Committee has been established. Their charge is to meet periodically to review procedures and make recommendations to Management and the Board.
- Access to the resident garage is via barcode or fob. Fobs are required to gain access to the elevator lobbies at each floor of the garage. Access to the guest parking area, used by residents, contractors, and commercial owners is via keypad code. To identify a car in the event of an emergency, users of guest parking are to have a placard on their windshield or to have utilized our QR code tracking software to identify the space they are in, contact information, and where they are visiting.
- Guests of residents can go to the unit they are visiting if the resident has input their information into BuildingLink, and the guest has an ID, or if upon phone contact the resident has approved entry.
- Additional features:
 - Security cameras strategically placed internally and externally.
 - Telecom system outside of inner lobby for visitors to identify themselves.
 - Internal panic alarm
 - Overnight patrolling security (temporary)
 - Conducted a safety and security audit with the Montgomery County Police (free service which needs to be arranged)

4615:

There is a keypad entry to all entrances at 4615. No one will be admitted by the concierge. Residents can generate a temporary code (very difficult) or meet your guests at the door. Regular delivery people (FedEx, USPS, Amazon etc.) will be given codes. This system attempts to increase security but creates burdens on the residents.

4620:

The inner vestibule doors now require a fob for entry. Anyone without a fob must use the vestibule call box to contact the front desk. The front desk concierge will call the resident to get verbal approval to allow entry. Residents may also call the front desk concierges to notify them of anticipated deliveries or guests. All visitors will remain in the vestibule until permission to enter is given by the resident.

Residents should always determine who is at their apartment door before opening it. When residents use their fobs to enter or exit the front lobby and the locked doors on the East or West Side, they should make certain that no one follows them in or out.

Security Cameras : The building is outfitted with 19 interior cameras and 4 exterior cameras. A camera viewing station is at the front desk. Camera footage can also be reviewed remotely by management.

Fob Locks : The building is outfitted with electronic locks that open only with the key fobs provided to residents. Fob locks (readers) are located at every entrance to the building

Additional Lock Info : There is a fob reader at the management office entrance that is only accessible to employees and the Board. There are also fob readers on the three interior office doors that function in the same way. The inner vestibule doors are always locked. The front desk can lock down the building by swiping a specific "lockdown" card at a reader behind the front desk. All locks are monitored by Kastle Security Systems, who will call the front desk to notify us if a locked door is propped open.

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As a reminder, residents should always determine who is at their apartment door before opening it. When residents use their fobs to enter or exit the front lobby and the locked doors on the East or West Side, they should make certain that no one follows them in or out.

The Willoughby:

Admittance:

1. For the safety of the residents no one will be admitted to the building without proper authorization from a resident (admit slip) or Management.
2. All guests must be announced, by phone, to the resident they wish to see before letting them in the building. If there is no answer check for an admittance slip. If there is not an admit slip, do not let them in.

Contractor, Management Office, and Delivery Passes:

1. Contractors and Delivery Passes, must be issued to all workers and delivery people from the loading dock. These passes must be worn in a visible place before access to the property is given. The resident must be called to verify that someone is expecting a contractor or a delivery. If no one is home check for an admit slip.
2. The south lobby staff will issue contractor passes to the Bell Atlantic Telephone and Cable T.V. Montgomery contractors only.
3. Management Office Passes are to be given to anyone going to the Management Office. Call the Management Office to announce the visitor.

North/South Lobbies and Loading Dock

1. The north lobby, south lobby, and the loading dock are never to be left unattended.
2. All people entering the lobby areas must be properly attired and those individuals in bare feet will be cautioned about this rule. It will be your responsibility to enforce this rule.
3. In order to eliminate damages to the elevators and provide adequate space for passengers, residents and their guests are not permitted to bring furniture or large items through the lobby areas. You must request that the resident use the loading dock and the service elevators.
4. If a confrontation arises contact your Team Captain.

Willard Towers:

5. There is a keypad entry to all entrances at Willard Towers. No one will be admitted by the concierge. Regular delivery people (FedEx, USPS, Amazon etc.) are given codes. Access to the resident garage is via barcode or keypad, and to the visitor garage via keypad. Security cameras are strategically placed internally.