



CASE STUDY

BOX MAKERS YARD

INTRODUCTION

Box Makers Yard is a rental apartment building based in central Bristol. On Site Security have been providing Box Makers Yard their services since February 2022. They are located in a highly built-up neighbourhood next to the train station. A deterrent from anti-social behaviour and trespassing is crucial to their residential development.

Criminal activity is one of a few drawbacks that Box Makers Yard might face. Whilst looking for a new night receptionist they considered On Site Security as an option, fulfilling the roles of a night porter, a receptionist, and of course their security; truly demonstrating On Site Security's adaptability. It is their priority to tackle the obstacles that Box Makers Yard experienced with bespoke security and safety solutions.



THE PROBLEM

Box Makers Yard face issues that many large apartment complexes may typically face out of no fault of their own. To name a few:

- Access control. Tenants regularly get locked in or out by losing or breaking their keys. Or generally unauthorised persons attempting to enter the building.
- The threat of potential theft. Especially with the presence of homeless people in the area.
- Lack of persons assigned to monitor resident activity. This is a very broad issue. Examples of such have included car parking disputes or unmonitored parties in hired clubrooms.
- Response to emergencies. Whether these be water, floods, heating, electrical or fire.





THE SOLUTION

On Site Security offered Box Makers Yard corporate security to their reception with additional regular duties and patrols to cover the rest of the building:

- Security officers man the reception allowing people to enter and exit where necessary. If required, they are able to liaise with the on call locksmith. They are the main point of contact to tenants with any issues in the building.

To stop unauthorised persons if they were to attempt entry, they ensure that only tenants pass reception, alternatively guests can only enter once a tenant has been called down to greet their visitor in person.

- On Site Security's guards are extremely attentive. They carefully intermediate thefts before they arise. They follow a checklist when patrolling ensuring all doors and windows are locked.

Anyone who is not a resident of the building is challenged before entering. Anything out of sorts is immediately reported.

They are also known to the homeless persons around the building. They are not short of the officers' friendly demeanor. By law they cannot ban them from the area but they can regulate their behaviour and indicate a regular presence.

- The guards deployed at Box Makers Yard are trained in CCTV monitoring. With reference to the examples I gave earlier, when they see a dispute in the car park they can head down to diffuse the situation by offering clarity on the correct car park slot holders. Similarly, during parties they can check that nothing is broken or getting out of hand, especially with respect to tenants who live on that floor. It has become routine that they will visit the clubrooms at 11pm to ask them to kindly leave. This isn't difficult for the officers who are known and respected by the tenants who feel reassured by their presence. Their customer focused conduct rings true for the quality that On Site Security presents.
- To counter facility emergencies On Site Security officers patrol the building every 2 hours during their shift. During these patrols they check for errors, leaks, or a break of fuses in the tank room and the electrical room. They are trained in what they can do immediately in an emergency as well as being given the correct emergency contacts.

These patrols are good for non-emergency checks also. They cover a few extra cleaning duties, such as rotating the bins and they can spot any cleaning duties that need to be alarmed for the cleaners in the morning. They fill in a hand over diary at the end of every shift, this will detail what has happened through the night ensuring that managers are conveniently informed.





THE OUTCOME

All of the above has been made possible through sending the same officers who have now become familiar with the building, the staff, the tenants, and how it should be run. This would not be possible without the same trained officers working there every night. Although some of the roles carried out by our staff are not necessarily linked to the role of the traditional security guard, On Site Security are eager to impress and tailor their services to a clients needs. Sometimes this does mean the additional chore, and they are always open to discuss and agree upon these options.

The outcomes of these solutions in practice are as follows:

- ✓ No complaints from tenants getting locked in or out of the building. Additionally, ensuring tenants are called down to allow their guests past reception eradicates permission disputes and unauthorised persons entry to the building.
- ✓ No break ins or thefts. Lack of threat from homeless persons in the area.
- ✓ Complete monitoring of the building. Decreased antisocial behaviour and tenant or staff complaints.
- ✓ Peace of mind that security patrol the building in the wake of emergencies or other general problems.

"Excellent work space with topnotch facilities. Overall, the management team really seems to care about their employees and consumers. I enjoy working at Box Makers Yard! It's great being able to be apart of their success."

-Mohamed Duale, On Site Security Officer at Box Makers Yard

