





## THE PROBLEM

As governments seek to provide low cost, community housing complexes for low income earners, those seeking emergency or temporary accommodation or for families needing a fresh start, safety and security of residents is important.

Given the size of modern social housing complexes and the diverse, often complicated background of the many residents, governments and councils need a cost effective, durable, vandal resistant communication system to facilitate communication between residents, visitors and the facility manager.

Communication system quality and longevity is imperative in these often challenging and high usage environments. Community housing suppliers maintain that the durability and robustness of communication points to sustain commercial-grade use is vitally important. Previous installations of residential grade devices often resulted in breakages and vandalism therefore resulting in a failed communication system.

As these often large accommodation precincts house many people and families, it is important facilities managers and security have the ability to communicate to one apartment or seamlessly across the entire site. Therefore it is vital for the communication system to facilitate site-wide, mass or individual communication with ease.

## THE SOLUTION

Land within cities is expensive. Therefore community housing complexes are often multi-level apartment buildings featuring common spaces within a gated precinct. These complexes offer a range of accommodation to meet the housing needs of the community. A Jacques IP communication system for social housing complexes provides communication solutions required to maintain a safe and secure environment for residents, guests and facilities operators.

Within each apartment, a Jacques vandal resistant, stainless steel intercom terminal allows communication with visitors at a complex entrance gate. Visitors can initiate a call at the entrance gate to any apartment by dialling the apartment number on the gate intercom. Once communication is established between the apartment and visitor, the resident can grant access to the complex by pressing the door release button on the intercom terminal.

Apartment intercom terminals are constructed from stainless steel and are wall mounted with security screws, ensuring robustness, device longevity while having the ability to withstand high volume usage. Given the robustness of Jacques IP communication

system devices, their life cycle far extends the standard ensuring guaranteed system endurance.

Complete with four configurable buttons, most social housing complexes opt to provide each apartment with the ability to answer and end a call, push to talk functionality, door release and privacy or duress calling. If privacy is configured, apartment residents have the ability to action privacy mode which inhibits incoming calls. If duress calling is configured and the duress call button is pressed from within an apartment, a call will be instantly established to the call recipient. Calls recipients can be configured and may be the security or building manager who can provide the resident with the urgent assistance they require.

Fire stairs are a critical aspect in ensuring the safety and security of all people within the housing complex, especially in an emergency situation. In a situation of a person becoming trapped in the fire stairs, a single button intercom terminal located at each floor's fire door allows contact with the facilities or building manager. The communications system then allows the building manager to open any fire door by granting the caller access to that floor.





Jacques provides security or building management with the tools to manage mass communication within the one platform.

The Jacques IP communication system is suitable for lifts and elevators. An intercom terminal located within the lift provides communication from within the lift car to the building manager or an external security company. Jacques lift intercom ensures those making an intercom call from a lift are responded to in an appropriate and timely manner.

With a robust, die-cast steel construction, Jacques Help Point Units (HPUs) located within social housing common areas and grounds offer an identifiable calling station to residents and visitors, ensuring easy access to help and assistance when required.

Most residents and visitors may never consider the emergency evacuation procedures of the complex while on site. However, facilities operators have the responsibility to ensure all persons with the complex are aware of the safe locations to meet in the case of an emergency, therefore highlighting the need for a building IP intercom and public address communication system.

The use of a Jacques IP intercom and public address system provides security or building managers with the tools to manage one to one and mass communication via the one platform. In order to reach every person within the complex, to notify of an evacuation warning or security announcement, live audio broadcasts can be made to all intercom and public address end points ensuring clear, timely communication to the masses. Furthermore, if noise complaints are received about a particular apartment the building or security manager can issue that apartment a verbal warning by initiating a public address call directly into the offending apartment.

Should a government or council operate multiple community housing sites across a city, it is possible that these may be managed by the one security office out of hours, provided they are operating on the same network.

Jacques IP communication system for social housing complexes includes vandal resistant, robust and durable intercom terminals and help point units to facilitate communication between residents, visitors and facilities managers. Public address functionality is achieved via intercom terminals and PA controllers to ensure one to one and mass communication ultimately ensuring the safety and security of all within the housing community.

## PROJECT REFERENCES:

- Central Park Apartments, NZ
- Hanson Court Apartments, NZ
- Marshall Court Apartments, NZ
- Newtown Park Apartments, NZ
- Oxford Foyer, AU
- Regent Park Apartments, NZ



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