

# Martin Towers – Fob Policy



## Introduction

The goal of the *Fob* policy is to ensure that all Martin Towers fobs are accounted for, and that those that have been lost are identified and disabled, in order to protect the safety and security of Martin Towers residents. A secondary goal of the *Fob policy* is to ensure that fobs are used for their intended purpose (e.g., that fobs are not rented out to the general public in order to enjoy the gym and pool facilities).

The *Fob* policy is in force for Community Corporation No. 23362 Inc. and addresses the apartment complex situated at 4 – 8 Charles Street, Adelaide South Australia.

This *Fob* policy may be reviewed from time to time and you will be informed of material changes. A copy of the *Fob* policy will be available from CommunitiLink (smart phone app) the web site ([www.223NorthTce.info](http://www.223NorthTce.info)).

Owners, at their discretion may lend their fobs to family members, friends and to real estate agents. Owners may also transfer their fobs to the new owner of the lot.

Each fob is tracked at entrances to the building, at car park entry and exit, and at entry to common areas, in order to maintain the safety and security for residents, their guests and support personnel. Hence, every additional fob is a potential security issue requiring the fobs be actively managed, which does come at a monitoring and programming cost.

## Definitions

1. **Agent** is the real estate agent who is currently managing the specific apartment rental
2. **Caretaker** is the person responsible for managing the day-to-day maintenance of Martin Towers
3. **Corporation Manager** is the Body Corporate Manager of Martin Towers
4. **Lot Owner** is an owner of a specific apartment within Martin Towers
5. **Management Committee** are the elected Martin Towers Management Committee
6. **Presiding Officer** is the member of the Martin Towers Management Committee elected to that role at the Annual General Meeting
7. **Resident** is the person(s) entitled by law to reside in the apartment
8. **Security Manager** is the member of the Martin Towers Management Committee tasked with leading the building security sub-team and for actioning the *Fob* policy

## Purpose

The purpose of the *Fob* policy is to ensure that the use of fobs, to gain access to Martin Towers common areas and some restricted areas, is in accordance with the initial disposition of the fobs to owners and support personnel.

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## Fob Allocation

The Management Committee has adopted a generous policy relating to the issue of fobs, i.e.:

- one fob for each bedroom comprising the lot (i.e., apartment)
- one extra for the lot
- one extra for an agent, on approval by the Management Committee

This practice was varied, initially allowing for only one extra fob per apartment. Additional fobs have also been issued to emergency personnel, maintenance staff, etc.

## Fob Replacement

The policy does not allow for the issue of further fob except in extreme circumstances. The policy adopts the view that mere inconvenience to individual owners, because of the particular way they chose to use their properties, is a trade-off against the need for the community overall to have a safe and secure environment in which to live, where everyone is treated equally under the policy and to protect the integrity of the security system.

No reasons expressed in any application for additional fob has been seen by the Management Committee as extreme enough to vary from the policy. Consequently, no extra fobs have been issued to any lot owner outside of this policy.

## Fob Muster

The Security Manager will conduct a muster of all fobs on a three-yearly basis. Residents will be asked to identify the fob in their possession and to identify the Agent managing the apartment, in the case of a renting resident. Agents will be contacted to obtain a list of fobs that they currently hold. The returns will be collated by the Corporation Manager and recorded by the Security Manager.

The Fob Muster will progress as follows:

- The Presiding Officer will announce the intention to hold a fob muster at the Annual General Meeting.
- The Security Manager will prepare the body of the letter (see below for an example), and the Corporation Manager will affix official letterhead and post the letter to the relevant Resident.
- The Corporation Manager will contact the Agent directly to obtain a list of fobs allocated to the apartment they currently manage.
- The expectation is that the Resident and if applicable the Agent, will confirm holding the fob number for all fobs allocated to the apartment.
- If no response is received or an incomplete response is received within one month of the Resident receiving the letter, the Resident and the Lot Owner, if the Lot Owner is not currently in residence, will be sent a letter informing them that they have two weeks to provide the fob numbers for the apartment or those unaccounted fobs will be deactivated and replacement

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fob(s) will be issued for the Lot Owner to collect from the Corporation Manager. An invoice for \$150 plus GST will be issued for each new fob generated.

The actual process of fob deactivation will occur with the least frequently used fob being initially deactivated. The Caretaker will be informed in advance of any fob deactivations and will be given the authority to re-activate a fob, conditional that the Caretaker can confirm that the person contacting them is the current resident and the reactivation is reported to the Security Manager (i.e., this represents the resident confirming that they hold the fob).

## Security Fob Issue and Use

An all-area access fob will be granted to the company managing the security system and to vetted trades persons, under the responsibility of the Caretaker.

An all-area access fob may also be allocated to Management Committee members for the purposes of supporting building security, under the responsibility of the Presiding Officer. The minimum requirement to satisfy vetting will be the presentation of a Police Check to the Presiding Officer indicating an absence of prior and pending offender history. The Police Check is to be renewed every three years and to be presented to the Presiding Officer at the next Management Committee meeting following the Annual General Meeting (AGM). The all-area access fob, allocated to Management Committee members, may not be used on a casual basis<sup>1</sup>.

The Security Manager may assist the Caretaker to identify unusual fob usage. Prior to undertaking any analysis of the fob history logs, the Security Manager will seek and require confirmation from the Presiding Officer prior to conducting any investigations.

## Revision History

<i>Issue Number</i>	<i>Date</i>	<i>Author</i>	<i>Extent of Change</i>
0	15 Aug 2021	P. Relf	Initial draft
1	01 Sep 2021	P. Relf	Update to clarify intent of the Fob Policy, procedure update for the communication of the Fob Muster and addition of advice concerning the issue and use of an all-areas access fob.
2	10 May 2025	P. Relf	Update to limit number of fobs and update of fob replacement cost, and request for four (from the previous three) digits needed to identify an individual fob.

<sup>1</sup> This is in concert with the security edict established by the Australian Signals Directorate and known as the Principle of Least Privilege. Every time an all-areas access fob is used, is an opportunity to lose the fob. An all-areas access fob needs to be protected, as its loss and subsequent cloning (even if the fob in question is deactivated), may result in the building security being compromised, necessitating the entire replacement of the building's security system.

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## Example Letter

<Whittles Letterhead>

<Resident Name>

UNIT <Number>, 4-8 CHARLES STREET

ADELAIDE SA 5000

MEMO

SUBJECT:        FOB MUSTER

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We act as the appointed Corporation Managers for the above mentioned Secondary Corporation.

We write to advise that a Fob Muster is being conducted for the apartments of Martin Towers. We request that you email the fob numbers, that you currently hold and the contact information for any agent currently managing your apartment, to Steve Geyer [Steve.Geyer@whittles.com.au](mailto:Steve.Geyer@whittles.com.au) within two weeks of receiving this letter. We will follow up with a second letter sent to the resident and to the owner, if the owner is not currently in residence in Martin Towers, one month after the date of this letter. Any fob not accounted for will be deactivated one month after the second letter was sent.

If you are not sure about what a fob is, it is the black disk that you present to the apartment doors and lifts in order to gain entry to your apartment corridor. The fob number is a seven-digit number, commencing with 143.... We only need the last four digits on each of the fob that you hold.

The purpose of the Fob Muster is to ensure the safety and security of all residents. Any fobs that are not accounted for may be potentially lost, and hence become a potential safety and security issue to all residents.

Yours faithfully

Steve Geyer

Body Corporate Manager