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Policy for Maintenance of Access Control Doors

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1. Purpose of Document

This document sets out the University of Edinburgh policy for the maintenance of access control doors. Its target audience includes:

- Managers and client groups responsible for specifying and commissioning new buildings or significant refurbishments.
- Managers who wish to have new access control doors installed in areas under their control.
- Estates and Buildings project managers and estate development managers.
- Architects involved in designing new builds and refurbishments on behalf of the University.

2. Background

The University of Edinburgh has several hundred doors which are fitted with an access control system, typically comprising a swipe card reader, electromagnetic lock and associated electronics and software. These doors are typically in heavy daily use, and regularly exhibit faults. Responsibility for the software system for controlling the doors, and responsibility for fixing any faults with the doors, currently lies with the Telephones and Security Systems section of Information Service's IT Infrastructure Division.

The cost to the University of maintaining the access control doors exceeds £150k per annum. In the present financial climate, this expenditure needs to be subject to better control. This policy introduces an annual maintenance charge for security doors which are commissioned after 1 April 2010.

The reasons for this policy are:

- The number of access control doors around the University continues to increase, with obvious implications for the maintenance workload. It will become necessary to appoint a new member of staff to deal with the extra workload if this trend continues. A maintenance charge will help to fund such a post.
- As refurbishments and new builds proceed, there is little incentive for clients or architects to restrict the numbers of access control doors, which thus tend to proliferate. A policy of charging for door maintenance is an incentive for architects and University managers to restrict the number of new doors.

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- The University needs to consider whether the expenditure on door maintenance is the best use of scarce financial resources. Charging for door maintenance will encourage budget holders to make this judgement.

In June 2009, a paper from Brian Gilmore set out in greater detail the case for making an annual charge for *existing* as well as *new* access control doors,. This proposal was rejected, mainly at the insistence of another Support Group. This policy therefore imposes a maintenance charge on *new* doors only, in order to discourage unnecessary doors and thus reduce University costs.

3. Policy

From 1 April 2010, for every **new** access control door which is commissioned, an annual recurrent charge of £400 per internal door (£600 per door where there is a card reader on both sides of the door) will be charged to door owners.

The University's Building Access Control Policy, developed by the Head of Security in consultation with a range of stakeholders, sets out principles for securing access from outside a building. External doors form part of the security barrier, and the maintenance of external card-controlled doors will not be charged for.

“Door owners” will be Schools or Support Services. If responsibility for a door is likely to be shared between different Schools/support services, agreement will be sought on how the maintenance cost will be apportioned before the door is commissioned.

The charge will be levied annually in advance on 1 August. When a door is commissioned, the door owner will be billed pro rata according to the number of complete months remaining until the next August 1st.

It is proposed to review this charging regime in Spring 2012. Any changes would take effect from 1 August 2012.

4. Service

The maintenance charge covers:

- Responding to access control door fault reports and repairing those faults. Both parts and labour are covered.
- Proactive checks on the battery which holds the door closed in the event of power failure, and replacement as the battery approaches end-of-life.
- Maintenance of the security system (software and hardware) to which the security doors are connected.
- Responding to calls from the University Security service out of normal working hours (24x7x365 cover is provided).

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5. Alternatives

Should a door owner not wish to pay for maintenance of a door, their options include:

- Replacing the magnetic lock by a mechanical digital combination lock may be a possible solution in some cases.
- The door may continue to be used until it develops a fault. At that time, TSS can disable the access control system such that the lock does not operate and the door provides no access control.

Note that an un-maintained door will *inevitably* develop a fault when its battery reaches end-of-life.