



## Wapping Quays RTM Company Ltd

### Security Briefing Note – May 2026

Prepared by the Board of Directors in conjunction with [Berkeley Shaw Real Estate](#)

Following the recent burglary incident and a number of ongoing concerns raised by residents, the board has carried out a review of security arrangements across the building and grounds.

The review considered:

- Existing security measures
- Feedback and suggestions from residents
- Advice from security contractors
- Practical and proportionate improvements that could be made

The board would like to thank residents who took the time to provide comments and suggestions.

### Current Security Measures

Wapping Quays already benefits from a number of established security arrangements, including:

- Approximately 40 CCTV cameras covering communal areas inside the building and the car park.
- Fob-controlled access systems.
- Weekly door lock checks.
- Controlled vehicle and pedestrian access.
- Ongoing monitoring and maintenance by the caretaker and managing agent.

### Measures Agreed by the Board

Following the review, the board has agreed a number of additional measures and improvements:

#### Vehicle Gate Fobs

Older white vehicle gate fobs cannot be linked to individual apartments and if lost cannot be discontinued on the system and are therefore no longer considered sufficiently secure.

These fobs will be discontinued from **1 September 2026** and residents will be asked to move to newer traceable fobs. These are available from the caretaker once you have transferred the cost to BSRE, please email [info@berkeleyshaw.com](mailto:info@berkeleyshaw.com)

### **Door Security Improvements**

Anti-thrust bars will be fitted to landing and foyer back doors to reduce the risk of latch manipulation.

In addition, a wider review of doors, locks and access points is currently ongoing.

### **Quayside and Access Codes**

Access codes for the foyer communal doors will now be changed regularly to improve security control.

### **North Fence Area**

The board has agreed to introduce anti-climb measures to the vulnerable section of perimeter fencing where unauthorised access is believed to have occurred.

### **Quayside Doors**

Replacement quayside doors are due to be installed at the end of June. A new intercom system - foyer doors to apartments - will be fitted at the same time.

### **Internal Secure Areas**

The board is reviewing security arrangements for access to the basement, roof, electrical cupboards and staff areas and store rooms.

### **CCTV and Lighting**

A number of residents suggested additional CCTV coverage and brighter lighting.

The board's current view is that the existing CCTV and lighting arrangements provide generally good coverage of the building and grounds. However, if there is an area of particular concern please let us know.

The board is also mindful that any expansion of CCTV into residential corridors would require careful consideration of privacy and GDPR implications. Further views on this are welcomed. Please email the board on [wqtrmcl@gmail.com](mailto:wqtrmcl@gmail.com)

### **Additional Resident Feedback**

Residents also raised a number of wider points relating to parking, visitor management and public access to the grounds.

The board considered all suggestions carefully. In some cases, no immediate change is proposed where current arrangements are considered proportionate and effective, or where privacy, practicality or ongoing management issues would arise.

The board also notes:

- CCTV footage is currently retained for approximately 3 months.
- Vehicle registrations entering through the South Gate are already captured by the existing CCTV system.
- The South Vehicle Gate closing timings have been reviewed and are currently considered appropriate - 30 seconds open and 35 seconds to close - although residents are reminded to remain vigilant regarding tailgating.
- The North and South pedestrian gates have been checked and are operating correctly, although residents are asked to allow sufficient time for the magnetic lock to reconnect fully after use.
- The glazing used within communal landing doors is toughened fire-rated safety glass.
- The caretaker's role is operational and maintenance-based rather than a dedicated security role - as agreed by leaseholders at the 2023 AGM.
- Parking bay numbering and parking permit arrangements were raised by residents and will continue to be reviewed by the board as part of wider parking management discussions
- Residents are reminded that Wapping Quays is a residential development and that any suspicious or inappropriate activity within the grounds should be reported where appropriate.
- The board is aware that 2 residents have suggested the use of personal video doorbells. However, these devices can capture residents' movements and conversations within communal areas and therefore raise privacy and GDPR considerations. For this reason, the board is not currently endorsing their use within the building. Further reading - <https://www.kdllaw.com/legal-updates/can-i-install-a-door-bell-camera-at-my-flat>

The board will continue to monitor feedback and review arrangements where appropriate.

## **Resident Awareness**

Security is most effective when everyone remains vigilant. Residents are therefore asked to:

- Avoid allowing tailgating through the South Vehicle gate, pedestrian gates and doors.
- Ensure visitors entry and exit are properly managed.
- Lock vehicles and avoid leaving valuables visible.
- Collect parcels promptly. If you are concerned about personal details on parcels in the foyers you could organise for them to be left in another location such as a local shop. Most delivery companies offer this and provide lists of "collection points" to choose from.
- Report suspicious activity where appropriate.

## **Resident Feedback**

The board appreciates the constructive feedback already received from residents during the review process.

If residents have any further comments or practical suggestions relating to security at Wapping Quays, they are welcome to submit them to the board via the usual communication channels.

All feedback will be considered as part of the board's ongoing review of security arrangements.

### **Final Note**

No residential building can ever be made completely immune from determined individuals seeking access. The aim of the board's review is therefore to reduce risk through practical, proportionate and sensible measures while maintaining the open and residential nature of Wapping Quays.

The board will continue to monitor the position and review security arrangements as necessary.

Kind Regards,

**The Board of Directors**  
Wapping Quays RTM Co Ltd

In conjunction with  
Berkeley Shaw Real Estate