

The Future of Multi-Residential Security and Concierge Services

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“Each of the new condominiums that have come into the market place in the last decade have the potential to be a huge problem or a huge success depending on how their operating budgets are managed”, says Iannis Pagonis of Royal LePage Signature. “It’s not just security but the building oversight properties’ “Big Data” that can help in understanding your building’s operating costs. There is a need for transparency and a new management tool that can be combined to promise lower condo fees.”

High-rise condominiums have unique security challenges. A limited number of public exits, centralized HVAC and water systems, and multi-storey construction dictate that these occupancies require customized security and home-monitoring solutions differentiated from those offered in single-family homes. At the same time as urbanization is becoming more pronounced, security technologies are advancing to meet these challenges.

Internet has enabled notable advances in security. “Cyber” doorman systems are one way the Web can be used to provide more security for residential buildings. With such systems, the “doorman” actually is a security company person using the system to remotely view those who enter and exit the building, and sometimes to view those traversing the building’s hallways and common areas. Whether you call them Cyber Guards, Virtual Concierge or Internet Doorman - the “remote security guard” is coming to a condo near you. Virtual Agents perform almost every service of a traditional concierge: greet tenants, open doors (or not), order taxis and even accept packages by directing couriers to deposit deliveries into a locked box which Agents then open for final delivery. The Virtual concierge can manage maintenance providers, visitor parking spaces or identify the culprit who failed to curb their pet, all without ever abandoning their courteous helpful presence at the front desk.

“It’s easy to do a return on investment and compare the cost of physical security vs. electronic,” says Christopher J. Wetzel, executive vice president of Intertech Security, headquartered in Pittsburgh, “and the latter has proven to be lower cost”. If electronics are deployed properly and you’re using the right technology, there’s consistency you will get day in and day out that you will not get if you rely strictly on the human element.” That being said, balancing the presence of both is really the ultimate safeguard—a live presence watching video and using the technology systems.

Owners of units that belong to buildings with mismanaged security will pay the consequences by watching their property values stagnate, or worse.” Guarded Interactive CCTV improves the presence of security while removing the presence of the guard. What was once science fiction is poised to become reality sooner than you might expect, as new technological innovations will become the new standard.