



Axis Security protects Avoca Estate Management properties

Project: Avoca Estate Management **The Challenge**

Sector: Property Management

Product: Security and
Concierge Services

About Avoca

Avoca Estate Management Ltd is a specialist residential property management company. Its services include the management of a buildings communal areas and structure, as well as holding an extensive knowledge of all legislation and administrative procedures. Avoca's buildings and developments range from three to 204 apartments in the north of the country, covering areas from Newcastle to Sheffield and Preston to Carlisle.

Avoca first identified the need for an out-of-hours service for tenants of the building three years ago. The service the company was looking for would allow tenants to contact a company representative directly if there are any issues such as anti-social behaviour, getting locked out or a broken window or flood.

Avoca Estate Management's residents need to be reassured that appropriate measures have been taken to ensure the safety and security of themselves and property, and that there are clear procedures they can follow when a problem arises. So too, does Avoca Estates Management require assurance that its investments are protected with a solid access control, and CCTV security provision.

"Axis has consistently provided us with a very flexible service where nothing is too much of a problem."

*Sarah Dudgeon, Director of
Avoca Estate Management Ltd.*

The Solution

Axis Security provides a comprehensive suite of services for the various properties belonging to Avoca Estate Management Ltd. These services range from key holding to CCTV monitoring, 24 hours a day, 365 days a year.

Axis Security also provides the required out-of-hours service for the residents, as well as the management of apartment blocks, including all common areas such as hallways and lifts. This aspect of the contract requires detailed knowledge of all requisite legislation and administrative procedures. Effective management is also critical to the preservation of the value of the property portfolio.

Sarah Dudgeon, Director of Avoca Estate Management Ltd commented on the out-of-hours service: "Axis Security has consistently provided us with a very flexible service, where nothing is too much of a problem. The out-of-hours service is an important point of contact for our residents and we have nothing but positive feedback.

Axis Security's contract has been renewed annually since the original agreement three years ago and they continue to deliver a high standard of service for Avoca Estate Management, its properties and tenants.

Jonathan Levine, Axis Group CEO, says he is pleased to be providing such an important service for Avoca Estate Management and its residents: "Emergencies can come at any time of the day or night and having the right people on site, with the appropriate levels of training, is crucial to delivering a best-in-class service."

