

Moor Park House Estate Management Ltd



Supplier of SIM cards for the Gate / Door Entry System

Kingfisher House
Northwood Park
Gatwick Road
Crawley
West Sussex
RH10 9XN

Tel: 01306 710120
Email: customerservice@telguard-telecom.co.uk
A/c No.: 1919 [30 day rolling account]

URL: <https://login1.uk/portal.html>
Login: office@mphem.net
Password: FT8KRRn2x

Payment collected by Direct Debit 7 days after the Invoice date
Account presented on the 1st of each month
Payments appear on the MPHEM Bank Account as TELG1919

Call rates: 6ppm + VAT = 7.2ppm
Line Rental: £3 + VAT = £3.60

Average monthly bill £39 including VAT

Refers to Telefónica UK Ltd (O2) SIM cards numbers shown below.

07430 525931	WG Gate
07430 526398	WG Main Foyer (Front)
07430 527525	WG 2-5 Foyer
07430 527482	WG 8-11 Foyer
07430 528086	WG 12-13 Foyer
07430 525930	MH Gate
07430 527654	MH Foyer

The MH Garages Gate is not part of the Charman Security Solutions system.

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Supplier of Hosted VoIP Service

iNet Telecoms Ltd
Sovereign House
227 Marsh Wall
London
E14 9SD

Tel: 020 7043 5555 [150 from an MPHEM extension]

Email: info@voipfone.co.uk

URL: <https://www.voipfone.co.uk/login.php?url=%2Faccount.php>

Login: sysadmin@mphem.net

Password: 328051

Account No.: 30208619

Payments currently made by David Bradley since inception in December 2018 totalling £143.51 to date – Need to setup something on MPHEM soon. Current monthly bill £24 including VAT

Call Rates

	Pence per minute Including VAT
Landline - 01, 02, 03	1.20ppm
0800 & 0808	FREE
Mobile	12ppm
Between any Voipfone subscribers	FREE
Directory Enquiries (118707)	145p per call plus 8.4ppm access charge

Anything else use https://www.voipfone.co.uk/prices_new.php#calc

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Supplier of Landlines to the Lifts and Office

CloudScape Connect Ltd
Unit Q, Troon Way Business Centre
Humberstone Lane
Leicester
LE4 9HA

Tel: 0116 274 7360
Email: info@cloudscapeconnect.co.uk

URL: <https://www.cloudscapeconnect.com/myaccount/>
Login: Estate2019
Password: DqAC6NjNWUf6
Registered email address: david@cybrpictures.net
Registered mobile number: 07836 547472

Account No.: 00008676
Payment collected by Direct Debit on or around the 10th of each month
Appears on bank statement as <unknown>
Unknown from which bank account payments collected

Call rates: Landlines 2ppm; UK Mobiles 9ppm
Line Rental: £12.50 including VAT
Average monthly bill £63 including VAT

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Gate Remote Control Transmitter Device

Using frequency 868MHz

These devices do not have to be registered into the Estate's gate entry system. New and replacement units are available off the Internet. This unit at £14.55 appears to be similar to that used by many residents:

<https://www.amazon.co.uk/Faac-868SLH-Remote-Control-Frequency-white/dp/B00BHFWR26>

[Faac XT2 868SLH Remote Control Frequency 868 MHz - 2 Channels]

To bring the unit into operational status requires a "cloning" procedure using any other working Estate device as shown in this YouTube video:

<https://www.youtube.com/watch?v=JXOTXMyUP6M>

It is currently not known if two separate systems exist for the MH and WG gates or if they are interoperable.

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Videx 955T Proximity Fob

Proximity fob with a read range of 20mm. Built within tough ABS plastic casing. It is suitable for key rings due to its small size and style.
Diameter: 35 mm

Compatible with MPHEM proximity access control system and uses 32 bit code. All fobs are numbered for programming into the database.

It is available from many sources on the Internet for under £5 each.

See: <https://www.rollingcenter.co.uk/products/videx-955-t-proximity-fob?sidecart=open>

Fobs issued (or about to be) and their access rights:

Holder	Fob #	WG Gate	WG Main Foyer (Front)	WG Main Foyer (Front)	WG 2-5 Foyer	WG 8-11 Foyer	WG 12- 13 Foyer	MH Gate	MH Foyer
Anthony and Denise de Watteville	06939	✓	✓	✓		✓			
Anthony and Denise de Watteville	21386	✓	✓	✓		✓			
Archie and Annie Bishop	63919	✓	✓	✓	✓	✓	✓	✓	✓
Chris and Carole McAuliffe	61359	✓	✓	✓	✓	✓	✓	✓	✓
David Bradley	45760	✓	✓	✓	✓	✓	✓	✓	✓
Roger and Jeni Benham	22171	✓	✓	✓	✓	✓	✓	✓	✓
Jim and Helen Rice	35441							✓	✓
Peter and Pamela Clappison	38806	✓	✓	✓	✓	✓	✓	✓	✓
Not Issued	64128	✓	✓	✓	✓	✓	✓	✓	✓
Not Issued	42116	✓	✓	✓	✓	✓	✓	✓	✓
Not Issued	65337	✓	✓	✓	✓	✓	✓	✓	✓

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Access Codes to the Estate Gates and Foyer Doors

WG Gate	2612
WG Main Foyer (Front)	2612
WG Main Foyer (Rear)	2612
WG 2-5 Foyer	4234
WG 8-11 Foyer	4891
WG 12-13 Foyer	2612
MH Gate	5678
MH Foyer	9519
MH Garages Gate	

WG Gate Access using a Mobile Phone



A mobile phone can be registered with MPHEM to control the opening of The Walled Garden gates. Using a registered phone, simply dial the gate number **07430 525931** and when it responds dial **3**. Calling from a ¼ of a mile away and the gates will be fully open as you swing into The Walled Garden.

Current registered users are:

Posn	Apartment	Resident	Telephone No.	Active	User
7	5	Audrey Knight	07900 241 625	26 February 2019	Son
2	4	David Bradley	07979 725 544	22 February 2018	Daughter
3	4	David Bradley	07802 634 156	22 February 2018	Son
5	4	David Bradley	07918 888 102	20 March 2018	Son-in-Law
4	-	Gary	07875 281 397	23 February 2018	Postman
1	2	Norman Foster	07787 313 765	22 February 2018	Testing
6	2	Sarah Foster	07507 152 473	30 March 2018	Daughter

Maintenance by Charman Security Solutions: Clive on 07774 701545

email: charmantelecom@yahoo.co.uk

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Not used for Landlines or Broadband Services on the Estate

Currently in dispute for alleged early termination charges on three lines formerly serving the lifts in The Walled Garden. BT placed the "debt" into the hands of debt collectors who have added their charges. Attempts are being made to resolve this issue where we believe to have a strong case for the charges to be set aside.

There is an annotated exchange line in the services cupboard of apartments 2-5 which was intended to be used for the lift in that block. It was never connected and the Estate does not appear to be currently paying line rental for the service but may have done so in the past. It is noted that the number 01252 712716 has in the last few days (10MAY19) been allocated to another subscriber.

BT records show these lines had existed at one time or another:

Garden Flat	
Top Floor	
Original Purpose Unknown	01252 726040
Original Purpose Unknown	01252 739103

Where the numbers have been determined, they might not be used for voice traffic but instead for the TV distribution system. Perhaps one of the exchange lines is a feed for the MH Garages Gate.

Telguard Numbers [£38.20]

Line Rental £3.60 * 7 = £25.20

Calls 7.2ppm

Estimated Call Spend per month £13.00

WG Gate	07430 525931
WG Main Foyer (Front)	07430 526398
WG Main Foyer (Rear)	Number not needed
WG 2-5 Foyer	07430 527525
WG 8-11 Foyer	07430 527482
WG 12-13 Foyer	07430 528086
MH Gate	07430 525930
MH Foyer	07430 527654

Cloudscape Numbers [£95.00]

Line Rental £12.50 * 5 = £62.50

Broadband £20

Maintenance Level 2 £2.50 * 4 = £10.00

One-off installation charge for the office applies £48

Calls 2ppm

Estimated Call Spend per month £2.50

MH Lift	01252 721222
Lift 2-5	01252 725864
Lift 6-7	01252 737734
Lift 8-11	01252 719138
MPHEM Office Fax (See Note 1)	01252 711694

Voipfone Virtual Numbers and Extensions [£26.40]

Line Rental £2.40 * 5 = £12.00

Ext Rental £1.20 * 7 = £8.40

Calls 1.2ppm

Estimated Call Spend per month £6.00

MPHEM Office Phone	01252 279655	200
Allocated to Archie	01252 279323	202
Allocated to Carole	01252 279121	206
Allocated to Peter	01252 279840	205
Allocated to Roger	01252 279170	203
Used by David	Not paid by MPHEM	204
Extension only for John	Not provided	201

Notes:

1. Number provides broadband connection.
2. Calls from any 01252 279*** number shows a CLIP of 01252 279655 with calls charged to that number.
3. Ext to Ext calls are free except to extension 201.
4. Ext numbers are used to divert callers using 01252 279655 to the appropriate person (usually Carole). Incoming calls always rings the office extension. Unanswered calls that leave a message will be emailed to office@mphem.net and thus delivered to all directors.
5. Total regular cost per month £159.60. For the year £1915.20 plus a one-off charge of £57.60 = £1972.80 against a budget of £2800.00.
6. Maintenance Level 2 = End of next working day. Fix Monday to Saturday.