Security Policy

Portal Estate Management

Version 2.0 | July 2025

Security Policy

1. Introduction

The University of Cambridge is committed to maintaining a safe, respectful, and secure environment at Eddington. This policy outlines how security is managed across the estate, balancing the safety of residents, staff, and visitors with individual rights and responsibilities.

Everyone who lives, works, or visits Eddington is expected to contribute to a secure and supportive community. Antisocial behavior is covered under a separate policy, available via on 🔗 [Eddington website](#).

This policy is reviewed regularly to reflect changes in operational practices or legislation. The most recent version is always available at:

🔗 https://eddington-cambridge.co.uk/legal-policies

2. Purpose and Scope

This policy sets out how security is maintained at Eddington, in line with wider University security practices. It applies to all residents, commercial users, contractors, and visitors.

The policy links to other University policies, including:

- Health and Safety
- Harassment and Dignity at Work
- Data Protection
- Risk Management

3. Responsibilities

3.1 Portal

- Reviews this policy as needed
- Investigate and respond to relevant complaints
- Ensures appropriate security processes and procedures are in place
- Reviews security arrangements regularly in collaboration with stakeholders

3.3 All Residents, Visitors, and Stakeholders

- Must familiarise themselves with this policy. Are expected to act responsibly and with consideration for the safety of others
- Should report concerns or incidents promptly via the appropriate channels

4. Security Services at Eddington

Eddington is part of the University estate and benefits from 24-hour support from the University Security Control Centre. Their responsibilities include:

- Alarm response and incident coordination
- CCTV monitoring (covering parts of Eddington Avenue)
- Advice on crime prevention
- Patrolling and general estate oversight

4.1 CCTV

CCTV coverage at Eddington is monitored remotely by the University Security Control Centre. Local staff do not manage these systems.
For any CCTV queries:

📞 01223 331818

📧 security@admin.cam.ac.uk

5. Reporting Security Issues

Security incidents and concerns should be reported based on their severity:

- 🚨 Emergency: Call 999
- 📞 Non-emergency police: Call 101
- 🛡️ University Security Control Centre: 01223 331818 or security@admin.cam.ac.uk
- 🏢 Portal Estate Management: portal@eddington-cambridge.co.uk

6. Access Control

6.1 Residential Access

Residents are responsible for allowing access to their own properties. Public spaces are generally open access.

6.2 Contractors and Visitors

Access for external visitors, contractors, and agencies is managed via the Facilities Management contractor and coordinated through the Portal Helpdesk:

🌐 Portal.Helpdesk@mearsgroup.co.uk

📞 03332 079 501

6.3 University Accommodation

Access to student and staff accommodation is managed by Lodge Property Services:

📧 universityresidences@admin.cam.ac.uk

📞 07566 289667

7. Suspicious Packages

Mail and packages may be delivered to Eddington through various channels including courier, postal services, and hand delivery.

For guidance on identifying and handling suspicious items, refer to Cambridge City Council's information:

🔗 cambridge.gov.uk/dealing-with-suspect-packages

If in doubt, do not touch or move a suspicious item and report it immediately via the emergency contacts listed in section 5.

8. Lost and Found Property

8.1 Commercial Premises

Items found in shops, cafes, or offices should be handed to staff at the location where the item was discovered.

8.2 Public Realm

- Bring any lost property items to the Estate Management Office at 25 Eddington Avenue
- The Estate Management Office will advertise lost property once per month in the community newsletter
- Items will be stored for a maximum of 6 weeks
- Unclaimed items will be donated to charity or responsibly disposed of