

IN THE FIELD

In Roanne, Le Toit Familial provides secure lift access with Intratone

Interview with Christophe Jacquemin, Property Manager

Le Toit Familial, a member of the Entreprises-Habitat Group, manages a large stock of rental housing in the Loire, Rhône, Saône et Loire, Ain and Allier départements. From managing government-allocated rental housing to property managers, works projects, sales, or low-income home ownership programs, Le Toit Familial has applied its expertise in the area of social housing for over fifty years.



Intratone: «What does your job consist of at Le Toit Familial?»

Christophe Jacquemin :
“We manage over 3,000 flats and 800 houses. The local property manager supervises the building managers, caretakers and security guards. Carrying out incoming and outgoing tenants’ inventories, commercial and technical visits, cleaning and repairing vacant flats — my daily duties are quite varied!”

«You use Intratone call panels, why?»

CJ : “Two months ago, we inaugurated an architecturally innovative apartment building that provides access to the flats via walkways. There is no lobby, and there are no communal areas. For mobility-impaired persons, a lift accessible from the outside of the building has been installed. Since

we wanted secure access, we decided to install an Intratone call panel. It has turned out to be a very practical system, so we expanded installation to include all the flats in the building. Furthermore, there was no need to install any wiring or cables since the building was constructed according to BBC standards. The call panel was thus the perfect solution to our needs.”

“Looking back, what is your impression of the system?”

CJ : “The call panel functions like a standard intercom, but with less installation! It enables us to easily control lift access, and our tenants appreciate knowing who is ringing their door bell, even when they are not at home. I find the product particularly suited to cases where complicated configurations exist or renovations must be carried out.

Setup is simple and its intuitive design makes it very easy for users to learn how to use it quickly.”



ESH
(Entreprise Sociale pour l’Habitat)
LE TOIT FAMILIAL

Primary mission:
building and managing the
rental of social housing

Properties: ESH manages more
than 3,400 rental housing units
in the Roanne metropolitan area
and adjacent départements.

Le Toit Familial employs
approximately 50 people

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Colomiers Habitat and Intratone: a story with promise!

Interview with Jacques Charron, Technical Management and Maintenance Director



**COLOMIERS
Habitat**

COLOMIERS HABITAT,
an HLM (social housing)
business corporation

Properties: 8,400 housing
units spread across 75
municipalities in five
départements of the Midi-
Pyrénées

Colomiers Habitat employs
95 people

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Since 1963, Colomiers Habitat has accumulated a wealth of experience and expertise in the three areas of its mission as a social housing company: urban renewal, property management and development, and social cohesion. The company manages 8,000 family and student housing units throughout the Haute Garonne, Le Gers, Hautes-Pyrenees and Tam and Garonne départements.

Intratone : “What do you do on a typical working day?”

Jacques Charron : “I supervise a team of twenty-five technical managers and coordinate their work. They have a range of duties, including the maintenance of communal areas and managing the technical systems in the flats. Maintenance consists of performing relatively significant renovation work such as painting, cleaning, refurbishing, and carrying out energy efficiency upgrades (insulation for example).”

“Why did you decide to choose Intratone products?”

JC : “Firstly, to offer our tenants improved service by providing them with added security and a more user-

friendly system. Last year, while renovating a block of flats, we took the opportunity to install an intercom system. We said goodbye to the old cylinder lock system that could be a target for vandalism and, with prolonged use, always ended up wearing out and ceasing to work. For our technical managers, the ability to enter every building using a single key card was life-changing! We also opted for the GSM since it allows key cards to be managed remotely. As a result, we have maximum response rapidity and practically no constraints. Some of our blocks of flats are equipped with other systems, but they are more complicated to use and offer inferior value for money.”

“So you’re happy then?”

JC : “Completely satisfied in every way! As proof, we already have plans to equip 80% of our existing properties with these

products by the end of 2012. And we hope to equip every one of our properties by the end of 2013. The additional work required to install these new intercom systems is very quickly offset by the time we save every day. We have also asked our construction department, which builds over 500 new housing units each year, to include Intratone call panels in their general specifications from the very beginning.

In the next three months, we are also going to test a new information panel in the lobby of one of our blocks of flats. This product appeals to us for the same reasons as the call panels: it’s an extra service for our tenants, and poses fewer constraints for our technical management teams.”