

04.21 HOUSING & HOMELESSNESS SERVICE KEYS AND LOCKS POLICY

SCOPE

RQ property portfolio.

POLICY

RQ is committed to ensuring that all properties are secured and safe and that tenants are provided keys and locks to the premises which enable them to access their properties at the commencement of their tenancy and throughout.

PURPOSE

To provide guidelines on the ensuring that keys and locks to all RQ properties are provided to tenants and that copies are maintained at the Housing office.

DEFINITION/S

RQ	Roseberry Qld
General Manager	Also refers to Acting General Manager
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
RTA	Residential Tenancies Authority
RTRAA	RTRAA – Residential Tenancies and Rooming Accommodation Act 2008
DFV	Domestic and Family Violence

PROCEDURES

04.21.01 RQ Housing and Homelessness Service Responsibilities

1. RQ has the responsibility:
 - a) To ensure that all locks and keys to the housing portfolio are in a workable condition
 - b) To ensure that RQ tenants have appropriate keys to the locks at properties which will allow them to access their units and other service facilities (where relevant)
 - c) To maintain a register of keys which will be regularly updated
 - d) To keep a copy of all keys issued to a tenant in a secure place at RQ office
 - e) To ensure that RQ tenants have access to a preferred locksmith.

04.21.02 Tenancy Sign Up

1. The RQ Housing Officer will supply the tenant with a key for each external door and any screen door. A master set of keys will be kept by the Housing Officer for all external doors and screens (where applicable) in case of an emergency. All keys are retained in a secure key cabinet located at the RQ Housing office.
2. Key cabinets are kept locked at all times and keys to the cabinets are maintained in a secure location.
3. Key tags do not have recorded the actual address of the property; an abbreviated coded version of the address is used for identification purposes.

04.21.03 Lost or Stolen Keys

1. Tenants who break into units to retrieve keys must pay for any damage caused to units by their actions.
 - a) After Hours - If keys have been lost, stolen or locked inside the tenant's unit after hours, it is the responsibility of the tenant to contact the preferred locksmith to organise and provide entry to their residence. The tenant may contact the Housing Officer to report the issue and seek advice only. RQ Housing and Homelessness

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Service staff will not respond to the situation after hours. Payment for such services shall be the responsibility of the tenant requiring the service.

- b) Business Hours - During office hours, tenants may make arrangements with the appropriate RQ staff to access the spare keys to units for the purpose of having new keys cut. In such cases a deposit of \$10.00 may be required by the tenant and the cost of replacement keys shall be borne by the tenant.

04.21.04 Changing Locks and Keys

1. Tenants shall not lend, give copies of, or give their keys to any other person without approval from RQ Housing Officer.
2. No tenant (except as provided under 04.21.06 below) may install or provide own locks other than those provided by RQ, without the consent of the RQ Housing Officer. If consent is given, the cost of supply and installation of locks shall be borne by the tenants requiring additional or other locks. Such tenants shall supply to RQ Housing Services, copies of keys to such locks.

04.21.05 Changing Locks and Keys – DFV

1. Tenants who have experienced domestic and family violence have the right to change the locks at the property if they believe it is necessary to protect themselves or other occupants.
2. The tenant does not require consent from RQ but must;
 - engage a qualified locksmith or tradesperson,
 - provide a copy of the key to RQ,
 - abide by all body corporate or by-laws that apply to the property.
3. Where a tenant provides RQ with a copy of a changed key, RQ will not provide that new key to any person without the tenant's agreement.

ACCOUNTABILITY

RQ Housing Officer, RQ Housing and Homeless Manager, RQ General Manager

EVALUATION METHOD

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#), [02.23 Quality Evaluation & Improvement Policy](#)

Tenant Annual Satisfaction Surveys

Feedback from tenants

Complaints and Appeals review

LEGISLATIVE COMPLIANCE

[Residential Tenancies and Rooming Accommodation Act 2008](#)

RELATED DOCUMENTS

[04.06 Housing and Homelessness Service Sign Up of Tenants Policy](#)

[04.22 Housing and Homelessness Service Property Standards Policy](#)

[04.23 Housing and Homelessness Service Property Inspections Policy](#)

[04.28 Housing and Homelessness Service Contractors and Tradespersons Policy](#)

[04.30 Housing and Homelessness Service Domestic and Family Violence Policy](#)

[DCHDE Social Housing Program Specifications](#)

DOCUMENT CONTROL

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Current author/s	Sherrie Stringer

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