

Date of Review	Authorised Signature
See Version Tracking Table	

TITLE: **04.21 Housing Services 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
RTA – Residential Tenancies Authority
RTRAA – Residential Tenancies and Rooming Accommodation Act 2008

PROCEDURES: **04.21.01 RQ Housing Services 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 RQ Tenant responsibilities

1. RQ tenants have the responsibility:
 - a) To report lost or stolen keys to RQ Housing Services as soon as the loss or theft has been discovered
 - b) To arrange the replacement of lost or stolen locks and keys, in conjunction with RQ Housing staff

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ Code of Conduct.

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- c) To pay for the installation of a new lock and replacement keys for keys which have been lost or stolen

04.21.03 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.

04.21.04 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 Services 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.

04.21.05 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 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.

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ACCOUNTABILITY: RQ Housing Officer, RQ Housing Manager, RQ General Manager

EVALUATION METHOD: Tenant Annual Satisfaction Surveys
Feedback from tenants
Complaints and Appeals review

OTHER RELATED POLICIES / DOCUMENTS: 04.06 Housing Services Sign Up of Tenants Policy
04.22 Housing Services Property Standards Policy
04.23 Housing Services Property Inspection Policy
04.28 Housing Services Contractors and Tradespersons Policy
RQ Periodical Property Inspection Form
RPM Job Order Form
Contractor/Tradespersons Register
Tenants Information Kit
The relevant State or Federal Government agency/ies
Lease Agreement and Program Specifications
RQ Housing Services Asset Maintenance Plan

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	24/05/2018	Yes	RCS Board	05/06/2018
2	November 2018	No	N/A	N/A
3	16/03/2020	Yes	RQ Board	27/06/2020
4	December 2020	No	N/A	N/A

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