

## PURPOSE

This document defines Evolve Housing's approach to the storage of property keys.

<b>POLICY REFERENCE</b>	PS030.4
<b>POLICY OWNER</b>	General Manager, Resident Services
<b>APPROVED BY</b>	Evolve Housing Ltd CEO
<b>APPROVAL DATE</b>	31 October 2022
<b>REVIEW DATE</b>	31 October 2025

## STORAGE OF KEYS POLICY

### 1. SCOPE

This Policy applies to all properties that are leased, owned or managed by Evolve Housing Limited and its controlled entities, excluding Evolve Housing Vic Limited (referred to as the Company), and affects Tenants and Employees including authorised contractors.

### 2. POLICY STATEMENT

The Company is committed to the safe and secure storage of property keys and seeks to ensure that key management is practical for Tenants and Employees and meets the requirements of the *Residential Tenancies Act 2010* (the 'Act'). Keys are managed in a way that is appropriate for each property category.

#### 2.1 Leasehold Properties

The Company does not keep keys to Leasehold Properties. Keys are kept by the Tenant and the relevant real-estate agent.

If a Tenant of a Leasehold Property misplaces or loses their keys, they must contact Evolve Housing's Client Contact Centre who will then contact the agent. If the agent does not have spare keys to the property, then the Tenant must organise a locksmith at their own expense.

If required, the Company can organise a locksmith on behalf of the Tenant. If the Tenant cannot pay up-front for the service, they may pay it off as a Non-Rent Charge.

#### 2.2 Capital and Evolve Owned Properties

Keys to Capital or Evolve Owned properties are held by the Tenant and are not kept in the Evolve Housing office.

If a Tenant of a Capital or Evolve Owned property loses or misplaces their keys, they must contact Evolve Housing's Client Contact Centre directly. If Keys are not available, the Tenant must organise a locksmith at their own expense.

If required, Evolve Housing can organise a locksmith on behalf of the Tenant. If the Tenant cannot pay up-front for the service, they may pay it off as a Non-Rent Charge.

#### 2.3 Supported Properties

The Company does not keep keys to Supported Accommodation properties. Evolve Housing highly recommends that Supported Accommodation Tenants provide their Support Partner with a copy of their keys. This is however at the discretion of the individual Tenant.

If a Tenant of a Supported Accommodation property loses or misplaces their keys and they have not provided their Support Partner with a copy, then the Tenant must contact Evolve Housing's Client Contact Centre directly. If

Keys are not available the Tenant must organise a locksmith at their own expense.

If required, Evolve Housing can organise a locksmith on behalf of the Tenant. If the Tenant cannot pay up-front for the service, they may pay it off as a Non-Rent Charge.

## **2.4 Void Properties**

A Void property is one that has been vacated but that the relevant Housing Manager has assessed as requiring maintenance, repair or other work to be completed before it can be occupied. In this situation, a Lock Box may be installed on the property to ensure convenient access by contractors so that maintenance or other work can be performed.

The combination code to the Lock Box will be kept by Evolve Housing and provided to the relevant contractors as necessary.

## **2.5 Property Common Areas**

Keys to common areas in Capital or Evolve Owned properties will be held by the contracted cleaners who maintain these areas.

Keys to common areas in Leasehold Properties will be kept by the managing agent or the strata agent (who manages the building, and conducts relevant maintenance). These keys may also be kept by the contracted cleaners.

## **2.6 Charges**

In accordance with Evolve Housing's Responsive Maintenance Policy, Tenants will be charged 100% of the costs associated with gaining access, changing lock barrels, replacing keys and so on, in matters where it is not the result of fair wear and tear – for example, where keys are either lost or stolen.

If keys are reported stolen, it will be necessary for the Tenant to provide an Event Number from the NSW Police. Evolve Housing has discretion to waive all or a portion of the charges.

## **2.7 Security and locks - Minimum security standards**

The Act requires the landlord to provide locks or other security devices necessary to ensure that "the residential premises are reasonably secure". The approach taken by Evolve Housing to ensure premises are reasonably secure is:

- External doors will be of solid core construction and fitted with an operational Safety Release feature which automatically unlocks the inside knob on entry. Automatic Double Cylinder Dead latches will be fitted where appropriate;
- Windows on all dwellings will be fitted with operational key-in-lock devices and where possible, keyed alike;
- Front and rear lockable screen doors may be provided to single detached dwellings and medium density accommodation where appropriate.

The Company may take further measures to improve the security of dwellings - for example, the installation of sensor lighting or other mechanisms where the nature of the tenancy and/or location of the property warrants such measures. Any action under this Section 3.7 will be taken at the sole discretion of Evolve Housing.

### 3. DEFINITIONS

- Capital Property - A property that is owned by NSW Department of Communities and Justice and which is fully managed by Evolve Housing.
- Common area (of property) – space shared by all tenants and residents on a property i.e. a common room or foyer.
- Employee – any person employed by, or engaged to represent Evolve Housing including contractors, volunteers and students.
- Evolve Owned Property – A property that is owned and managed by Evolve Housing.
- Leasehold Property - A property that Evolve Housing leases from a private rental landlord (or real estate agent).
- Lock Box (at a property) – A lockable combination safe installed on a property to hold spare keys.
- Non-rent Charges - any charges that are not rent, for example water charges or charges to repair damage to property. Non-rent Charges are paid separately to rent.
- Resident – a person who resides on a permanent basis in a property which is owned or managed by Evolve Housing under a Residential Tenancy Agreement (includes a Tenant)
- Supported Accommodation – housing provided to a Tenant nominated by a Support Partner through a formal written agreement with that Support Partner.
- Tenant – a person who signs the Residential Tenancy Agreement with Evolve Housing and who has certain rights and obligations under that Agreement. (A Tenant is also a Resident.)
- Void (property) – a property without current occupants that requires maintenance, repair or other work by contractors before it is ready to be lived in.

### 4. RELATED RESOURCES

- Evolve Housing Asset Management Policy
- Evolve Housing Planned and Responsive Maintenance Policy
- Evolve Housing Tenant Repair Charge Policy
- *Residential Tenancies Act 2010* (NSW)

*This Policy is subject to change from time to time at the discretion of the Company. Any approvals required under this Policy will be granted in accordance with the Company Delegations of Authority Policy. Further information on this Policy and other topics, is available on the Evolve Housing website [www.evolvehousing.com.au](http://www.evolvehousing.com.au). If you have any specific questions regarding this Policy, please contact Evolve Housing on 1800 693 865 or email your enquiry to [myevolve@evolvehousing.com.au](mailto:myevolve@evolvehousing.com.au).*

## 5. VERSION CONTROL

VERSION	Date Approved	Author	Key Changes
1.0	1/08/2017		Policy adopted
4.0	31/10/2022	Raylee Golding, GM GAL/ Co Sec	Application of policy extended to controlled entities