



POLICY 1.13 KEYS AND SECURITY

OVERVIEW

This policy explains how ILV will manage keys and other methods residents use to enter their properties.

This policy applies to all residents in ILV properties and all tenancies managed by ILV (we, us, our).

WORD LIST

In-house service provider: Support service provider based in an SDA property (office and staff based in the building)

Drop-in service provider: Support service provider who visits the SDA property

SDA: Specialist Disability Accommodation

POLICY

This policy covers:

- Ways you may access your property
- If you lose your key, fob or access code
- If your key, fob, access code is stolen

WAYS YOU MAY ACCESS YOUR PROPERTY

Our properties have a number of ways to gain entry including keys, fobs and access codes.

You may use different methods in different parts of a building e.g. to open the front door, to get into shared areas and to get into your property.

ILV will keep a master set of keys, fobs and access codes for all its properties including common areas and individual properties.

We will give you/your carer a key or other access method when you move in.

We will give the **In-house service provider** keys, fobs, access codes etc to the building including front doors, common areas, office and your property (only if you choose them as your support service provider).

We will give **drop-in service providers** keys, fobs, access codes etc to the building including front doors, common areas and your property (if you choose a drop-in support service provider)

We will keep a list of who has keys, fobs, access codes etc.

IF YOU LOSE YOUR KEY, FOB OR FORGET YOUR ACCESS CODE

What you need to do will differ depending on where you live and when it happens.

Firstly, ask your support service provider if they have a key, fob or knows the access code (SDA properties).

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Independent Living Villages Ltd And Controlled Entities (ILV)



Office hours

Phone us (1300 951 587). We may:

- Send out a key or fob or tell you the access number (after we ask some security questions to check your identify)
- Contact the real estate agent and see if they have a key (properties rented on open market)

Out of hours or no-one has a key, fob, access code etc

Contact the maintenance number and ask for a locksmith. We will charge you for the cost of the locksmith.

We will charge you for the cost of replacing a key, fob etc.

STOLEN KEY, FOBS, ACCESS CODES

Contact the police if you lose your key/fob/access code.

Get an event number from the police.

Call us if you need help (1300 951 587) making a report.

We may decide not to charge you the cost of getting a replacement key, fob or access code.

RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

Policies

- ILV Policy 1.27 Repairs and Maintenance

Resources

- Tenanhelp Tenanhelp.com.au (State specific information for tenants)
- Disability Housing Information line 1800 843 929 or email housinginfo@pwd.org.au Information for people living in SDA properties and their supporters

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