

# Policy Document



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## Ainslie Village – Keys Policy

<b>Location</b>	Ainslie Village, ACT
<b>Policy Type</b>	Social Housing Policy
<b>Version</b>	4.0
<b>Issue Date</b>	August 2019
<b>National Regulatory Code</b>	Performance Outcome 1- Tenant and Housing Services

### 1. OBJECTIVE

- 1.1. This policy provides guidelines for the issue and use of keys at Ainslie Village. The village uses a 'Falcon' locking system. The barrels are removable with the use of a master key.

### 2. BACKGROUND AND SCOPE

- 2.1. Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.
- 2.2. Argyle's Ainslie Village program promotes and respects the human rights and fundamental freedoms of all persons with a disability and provide a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.3. Argyle's Ainslie Village program is compliant with the ACT Human Rights Act.
- 2.4. Argyle's Ainslie Village program supports and encourages a person-centered and culturally sensitive approach to service delivery.
- 2.5. Argyle's Ainslie Village program promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.

### 3. BACKGROUND AND SCOPE

- 3.1. Refer Argyle Policy: Policy Definitions.

### 4. POLICY DETAIL

#### Issuing Keys to New Residents

- 4.1. Argyle retains keys to all properties that it manages. The keys are recorded and kept secure on site through a key register system.
- 4.2. All staff and contractors are required to sign any keys out and in through the key register book at reception. The key cabinets are checked at the end of each business day to ensure all are present and secure.

- 4.3. New residents to Ainslie Village are issued with one door key, one common area key and one kitchen cupboard key (where available).
- 4.4. No resident will be issued with their keys until after the intake procedure is completed and the resident has paid their first weeks rent.

**Replacement Keys**

- 4.5. Replacement Keys: Residents are responsible for the replacement costs of lost, broken and damaged keys. Residents will not be issued with spare keys. One set of keys only will be allocated to each resident if lost. Resident can purchase replacement keys.

**Residents locked out**

- 4.6. Residents locked out: Residents can be issued spare keys where they have locked their keys in the property. The spare keys are available at the office and must be returned immediately. Residents who lock themselves out after business hours will have to call security to gain access to their rooms. The call-out fee for security may be passed onto the resident.

**5. RELATED POLICIES AND DOCUMENTS**

- 5.1. Delegation of Authority Schedule
- 5.2. Ainslie Village Procedures
- 5.3. Property-specific Complaints Policies, Procedures and Tools.
- 5.4. National Community Housing Standards Reference - 1.2 Establishing and maintaining tenancies

Version Control

Version No	Date	Author	Position	Next Review Date
1.0	01/05/2014	J. Irwin	Acting CEO	30/04/2015
2.0	08/05/2015	T. Stiller	Operations Manager ACT	07/05/2016
2.1	01/05/2016	M. Ward	GM Operations	01/05/2017
3.0	09/01/2018	J. Irwin	Regional Manager West	09/01/2019
4.0	30/08/2019	C.Tizzoni	Team Leader ACT	30/07/2022