

# 104 Keys Policy

## 1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

## 2. Purpose

This policy sets out Link Wentworth's approach to handling keys.

## 3. Scope

This policy refers to all keys and security swipe cards for properties managed by Link Wentworth.

## 4. Policy

Link Wentworth may hold duplicate keys to properties. Where duplicate keys are kept, they are:

- used appropriately and in accordance with Link Wentworth Privacy and Confidentiality Statement
- only released to the tenant or someone authorised by the tenant or a court order; and
- stored securely; and
- labelled by code - not address.

We provide keys to tenants at the start of a tenancy, in accordance with the Residential Tenancies Act 2010.

### Key Retention

Link Wentworth may hold full sets of keys for all properties.

We hold external swipes/keys/fobs for common areas including garages, lifts, storage areas, laundries, and common rooms for all complexes including properties owned by Land and Housing Corporation (LAHC).

### Releasing spare keys to tenants

We only release spare keys to the tenant, a person authorised by the tenant, or by an order from the court.

The tenant is required to return the keys to Link Wentworth within 24 hours.

### Key Replacement

Link Wentworth repairs or replaces faulty keys and/or security swipe cards at no cost to the tenant.

Where keys or security swipe cards have been lost or damaged by a tenant or household member, the tenant is responsible for the replacement costs of keys and/or locks.

On a case-by-case basis, Link Wentworth may arrange the replacement of keys if there is a risk to the health and safety of the tenant.

Link Wentworth does not retain duplicate property keys as a general rule. Duplicate keys may need to be retained for specific properties under certain situations such as where there is fee for service management arrangements, a master key arrangement, or as a risk management strategy pertaining to a specific tenancy.

## 5. Definitions

LAHC NSW Land and Housing Corporation is responsible for the NSW Government's social housing portfolio.

## 6. Legislative or other applicable framework

- Residential Tenancies Act, 2010
- Residential Tenancies Regulations, 2019
- Residential Tenancies Agreement

## 7. Complaints and Appeals

A tenant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website [www.linkwentworth.org.au](http://www.linkwentworth.org.au) or by phoning Link Wentworth on 13 14 21.

## 8. References

- Privacy Policy

## 9. Privacy & Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

## Approval, Policy Owner and Review Frequency

*This Policy is subject to change at the discretion of Link Wentworth*

Policy type:	Management Level
ELT owner:	Chief Customer Officer
Business owner:	Head of Tenancy
Ultimate Approval body:	ELT-Member
Review Frequency:	Every three years or more frequently if circumstances warrant.

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Approved by – Chief Customer Officer