

Administration	Buildings & Capital Assets	Board Approved Date:	21-02-24
Policy	Key Control	Revision Date:	N/A
Policy No.	20-093	Internally Approved Date:	21-02-12
References	Residential Tenancies Act Deceased Tenant Policy Common Facilities Policy Security Policy		
Forms	Key Assignment Chart Key Agreement Key Allocation Sheet		

1. Policy Statement

DRNPHC is a partner with tenants in maintaining a safe and secure environment for tenants and staff as well as the security and maintenance of all spaces, including all building systems and individual units. Tenants who have been issued keys/locking devices have a role to play in the security of the building by keeping of keys/locking devices safe and not to transfer them to any other individual. This policy will assist with risk management activities to effectively manage and control distribution of keys/locking devices to units, common areas, maintenance rooms, underground parking, and offices.

2. Purpose

DRNPHC will maintain a locking system for the protection of tenants, staff, building systems and property. This policy establishes a framework by which keys/fobs/electronic cards will be issued, monitored and maintained.

3. Scope

The Director, Buildings & Capital Assets or designate has the authority to administer the procedures for control of keys/access devices. The administration of key control may be delegated to management staff. This policy also applies to all tenants who have been assigned unit keys and entry devices to access other areas.

4. Definitions

Designated staff

The staff person(s) or department who has been designated to complete a particular action or requirement.

Locking system

This includes all locking devices including exterior gate and door locks, interior area locks and keys, combination devices, padlocks and electronic card/fob access devices and all other locking devices. All of the above locking system components are the property of DRNPHC.

Code card

Register of individual number codes imprinted on each key corresponding to each unit number or access door, to be kept in a safe secure location and updated after each lock replacement.

Unauthorized locking devices

These could include security bars, chains or alarms installed without the consent of DRNPHC.

5. Procedure

a) Administration of the locking system

DRNPHC has installed a key or fob or access card system[s] to control access into the building, common areas, maintenance rooms, underground parking and offices.

Each residential unit and corresponding mailbox is keyed differently. For replacement purposes, DRNPHC will keep a duplicate copy of each unit key in a locked box by DRNPHC. The code-card will be stored separately and securely.

An annual inventory of active keys issued to staff and tenants will be conducted. Once a year, designated staff will provide a list of tenants and staff and their assigned keys/swipe cards/fobs to senior staff who will be required to certify the accuracy of the list. Any discrepancy shall be explained for inventory adjustment.

b) Control of locking devices

- Staff

Designated staff of the Buildings & Capital Asset's department shall be responsible for the maintenance of all key controls, including the issuing of keys, key control, record keeping and lock change authorizations.

Staff is responsible for the care, use and return of all keys/locking device that has been issued to them and are not to transfer them to any other individual.

The duplication of keys by anyone other than DRNPHC is prohibited unless authorized by the Director, Building & Capital Assets.

- Tenants

Tenants are responsible for the safekeeping of the keys to their units and building amenities and must be careful not to leave them unattended.

Keys/access devices must not be duplicated.

Tenants must surrender all keys, including access cards/fobs for electronic locks to DRNPHC upon termination of tenancy.

c) *Issuing keys*

- Residential units

Prior to move-in each household will be provided with two keys for their unit and one key, swipe card or fob per leaseholder for accessing common or exterior doors. If a tenant requires additional keys/access devices for household members over the age of 12, they must submit a request to DRNPHC. Currently Tenants are permitted to duplicate unit door keys but not other building keys.

Tenants must sign for their keys and are responsible for the return of all keys upon move-out (see *Key Allocation Sheet*). Government issued picture identification such as a driver's license must be presented when receiving the key.

- Maintenance/administration areas

Designated staff will be the only personnel authorized to request keys or lock changes for maintenance rooms, administrative or common areas. Staff must carefully consider all requests for keys so that the protection and security of DRNPHC's facilities and property are maintained.

In no case will the issuance of keys be authorized by the same person to whom the keys are issued.

Building entrance and maintenance room keys may be issued to full-time employees for the duration of their employment only if the employee's job responsibility requires such access as approved by designated staff.

Master keys will be issued to employees having a continuing need for the key(s) only for the performance of their duties as approved by the CEO or designate. These keys are to be used only in cases of emergency.

Before the commencement of their duties, staff members accepting custody of any key will sign a *Key Agreement* acknowledging the responsibility for the care, use and return of the keys.

All keys issued to staff members, including access cards/fobs for electronic locks, are the property of DRNPHC and must be surrendered to the office when there is no longer a continuing need for their use (e.g., project or initiative has ended), upon retirement, change of title, resignation or termination of employment as per the *Key Agreement*, or upon the request of the designated staff.

- Common facilities

Keys/access devices to the community room, board room, storage lockers etc. are not covered under this policy. Keys will be furnished upon request when available; but the issuance, control and recovery of keys/access devices shall be the responsibility of the Building & Capital Asset's department and administered according to the *Common Facilities Policy*.

Keys will not be issued to volunteers except upon approval of the designated staff. Designated staff will be responsible for allowing volunteers access to common spaces.

d) Lock changes

Tenants are not to install personal locking devices without permission of DRNPHC and may not change or re-key locks. DRNPHC must have unobstructed access to the unit for emergency purposes.

If unauthorized locking devices are discovered, the tenant will be notified of the landlord's intent to remove them or in the case of a lock change replace it and provide the tenant with a key. Any damage or expenses incurred for the removal of unauthorized locks or locking devices will be the responsibility of the tenant.

The door lock and deadbolt will be removed and replaced for all units with each new tenancy and the keys changed in the lock box. Incoming and outgoing tenants will be required to sign the *Key Allocation Sheet* when keys are issued or returned.

If a tenant requests that a lock be changed for any reason other than the lock being defective, the tenant will be charged for this service. Exceptions may be made, at the discretion of staff, for tenants with disabilities who require a keyless locking system or other extenuating circumstances such as safety concerns.

A request for a duplicate key or to report the loss or suspected loss of any key and/or locking device is to be submitted in writing to the office the next business day so that the lock can be changed and/or locking device (swipe card/fob) can be deactivated. The cost of a replacement key or locking devices shall be the actual replacement cost to DRNPHC.

The tenant will be charged the cost for re-keying to change locks for personal reasons. DRNPHC designated staff, at his or her discretion, will investigate each incident of lost keys and may authorize the waiving of lock change fees. Except where a writ of possession has been issued by the sheriff, DRNPHC may not change a lock without providing notice and a new key to the tenant.

If a lock to a unit has been changed without the permission of DRNPHC, DRNPHC will, after having notified the tenant in writing, replace the lock to regain access and provide the tenant with the new key. A request for payment will be made to the tenant for the lock replacement at actual replacement cost. If prompt payment is not forthcoming, the landlord is entitled to file an L8 Application with the Landlord and Tenant Board as per Section 35 of the *Residential Tenancies Act*.

Upon the death of a tenant with no other tenants in the unit, the lock will be changed immediately upon becoming aware of a death to prevent entry into the unit by an unauthorized person. As per the *Deceased Tenant Policy*, a key will be provided to the executor of the estate or next of kin after identity of this person has been established and arrangements for payment of rent to the end of the tenancy, if required, have been made.

e) Mailbox keys (Canada Post)

Community mailboxes are the legal property of Canada Post and not the responsibility of DRNPHC. DRNPHC can replace mailbox locks under limited circumstances only. Tenants will need to work with Canada Post Directly to resolve mailbox issues.

f) Lockouts

If a tenant is locked out of his/her unit DRNPHC will provide a replacement key or services of a locksmith with proof of identity as a leaseholder and agreement to chargeback for service.

End.