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**Policy context:** This policy relates to Sections 70-72 of the *Residential Tenancies Act 2010*

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## POLICY STATEMENT

### I. Purpose

The purpose of this policy is to ensure accountable custody of property keys and timely access to property by tenants.

### II. Definitions

- Office hours are as advertised by individual SCH offices.

### III. Coverage

This policy applies to all properties managed by SCH.

### IV. Principles

All tenants of SCH managed properties will be provided with one set of keys per tenant to all locks at the commencement of the tenancy and are responsible for returning all keys to SCH when the property is vacated, including any keys copied off the original set.

Tenants are not permitted to change locks on properties managed by SCH. SCH will arrange to change the lock or combination:

- after the tenancy of a co-tenant or occupant is terminated,
- If keys are lost or stolen, or
- in an emergency.

A tenant may change the locks immediately without SCH consent if they have a provisional, interim or final AVO which prohibits another tenant or occupant from accessing the property. The tenant must provide a set of the new keys to SCH within 7 days of the locks being changed.

SCH cannot be relied upon to hold spare keys, so tenants will be required to contact one of the SCH approved locksmiths and pay the cost if keys are lost or stolen, or to arrange entry to the property if keys have been locked inside.

The identify of the tenant must be established prior to locks being changed.

SCH will only cover the cost of repairing or replacing a lock or key if it is not working due to fair wear and tear or, in the case of criminal damage, if an event number has been supplied and criminal activity of a third party has been verified by the Police.

### V. Responsibilities

Housing Officers are responsible for giving keys to tenants and arranging for their return at the termination of the lease.

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**DOCUMENTATION**

Documents related to this policy	
Related policies	Establishing and Maintaining Tenancies Procedure for Collection of Rent and Non-Rent Arrears
Other related documents	