

Agnes MacPhail Community Co-operative Homes Inc.

Policy Name:	Key Control Policy
Policy Number:	12
Board Approved:	November 10, 2016
Effective:	November 10, 2016
References:	

Introduction

The co-op is a partner with members in maintaining a safe and secure environment for members and staff as well as the security and maintenance of all spaces, including all building systems and individual units. Members 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 the co-op with its risk management activities to effectively manage and control distribution of keys/locking devices to units, common areas, maintenance rooms, and offices.

Purpose and scope

a. Purpose

The co-op will maintain a locking system for the protection of members, staff, building systems and property. This policy establishes a framework by which keys will be issued, monitored and maintained.

b. Scope

Management staff have the authority to administer the procedures for control of keys/access devices. The administration of key control may be delegated to senior staff, if applicable. This policy also applies to all members who have been assigned unit keys and entry devices to access other areas.

Definitions

Designated staff

Agnes MacPhail Community Co-operative Homes Inc.

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 the co-op.

Unauthorized locking devices

These could include security bars, chains or alarms installed without the consent of the co-op.

Procedure

a. Administration of the locking system

The co-op has installed a key system[s] to control access into the building, common areas, maintenance rooms and offices.

Each member unit and corresponding mailbox is keyed differently. For replacement purposes, the co-op will keep a duplicate copy of each unit and if available, a mailbox key in a locked box by the co-op.

An annual inventory of active keys issued to staff and members will be conducted. Once a year, management staff will provide a list of members and staff and their assigned keys to property manager who will be required to certify the accuracy of the list. Any discrepancy shall be explained for inventory adjustment.

Control of locking devices

a. Staff

Management staff shall be responsible for the maintenance of all key controls, including the issuing of keys, key control, record keeping and lock change authorizations.

Staff are 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 management staff is prohibited.

b. Members

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

Agnes MacPhail Community Co-operative Homes Inc.

Keys/access devices must not be duplicated.

Members must surrender all unit and building access keys, including to the co-op upon termination of tenancy.

Issuing keys

a. Member units

Prior to move-in each household will be provided with two keys for their unit, one mailbox and two keys for accessing common or exterior doors. A key charge of \$25.00 will be applied if not surrendered upon move out.

Members must sign for their keys and are responsible for the return of all keys upon move-out. Valid government issued identification such as a driver's license must be presented when receiving the key. Keys will only be released to current co-op members. All keys issued to members are the property of the co-op and must be surrendered to the office when membership and occupancy is terminated.

Maintenance/administration areas

Management 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 the co-op'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 the Board of Directors.

All keys issued to staff members are the property of the co-op 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 or upon the request of the management staff.

Lock changes

Members are not to install personal locking devices and may not change or re-key locks. The co-op must have unobstructed access to the unit for emergency purposes.

Agnes MacPhail Community Co-operative Homes Inc.

If unauthorized locking devices are discovered, the member will be notified of the co-op's intent to remove them or in the case of a lock change replace it and provide the member with a key. Any damage or expenses incurred for the removal of unauthorized locks or locking devices will be the responsibility of the member at a charge of \$100.00.

The door lock and deadbolt will be removed and replaced for all units with each new occupancy and the keys changed in the lock box.

If a member requests that a lock be changed for any reason other than the lock being defective, the member will be charged \$100.00 for this service. Exceptions will be made at the discretion of the Board of Directors.

A request for a duplicate or to report the loss or suspected loss of any key and/or locking device is to be reported in writing to the office the next business day so that the lock can be changed. The cost of a replacement key shall be \$20.00 per key.

Except where a writ of possession has been issued by the sheriff, the co-op may not change a lock without providing notice and a new key to the member.

When a member dies and there are no other members in the unit, the lock will be changed immediately upon notification of death to prevent entry into the unit by an unauthorized person.

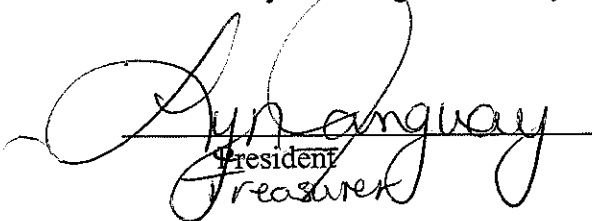
Mailbox keys (Canada Post)

Community mailboxes are the legal property of Canada Post and not the responsibility of the co-op. The co-op can replace mailbox keys at a cost of \$20.00 per key or replace the lock for a fee of \$25.00.


Lockouts

If a member is locked out of his/her unit the co-op office will provide a replacement key at cost when provided with photo identification and payment in advance. The member incurs the cost of the service call by an authorized locksmith to access their unit. Access will not be granted to non-members.

This policy was approved by the Board of Directors on November 10, 2016 effective immediately redacting the old Key Control Policy



President
Treasurer



Corporate Secretary