

Jacksons Landing Key Control Policy

Adopted 9 October 2019 – Amended 11 December 2019

1.0 Purpose

The purpose of the Jacksons Landing Key Control Policy is

- to protect the property and privacy of Jacksons Landing residents; and
- To prescribe the control, use and possession of keys at Jacksons Landing facilities, in order to ensure an appropriate level of accessibility, security and protection is afforded to residents, visitors, contractors, assets, property and facilities.

2.0 Security Services

Security services have responsibility for the security of public and community spaces and common areas on the Jacksons Landing estate and to effectively manage and control the distribution of security keys (fobs and air keys) on the Jacksons Landing estate.

3.0 Issuing Keys

Each key issued to residents, visitors or contractors, shall be approved and recorded by security services. Each key will be marked with a unique number and issued to a specific individual.

Temporary fobs and air keys can be issued by the security control room (Gatehouse) for a 24- hour period only – after that time the security computer will automatically deactivate the fob/air-key.

4.0 Contractor Keys

All Jacksons Landing contractor keys shall be retained at the security control room and signed out daily by the contractor working on the Jacksons Landing estate.

5.0 Access Fobs and Air Keys

5.1 Fobs

A maximum number of fobs may be issued according to the following schedule:

- 1 bedroom apartments – 2 x access fobs;
- 2 bedroom apartments – 4 x access fobs;
- 3 bedroom apartments – 6 x access fobs;
- Fleetview – a maximum of 4 access fobs;
- Tablet House and Cooperage - as requested by the business owners.

Additional fobs may only be issued if authorised by the relevant strata committee.

Fobs shall incur a non-refundable charge of \$25.00 each.

Each fob enables access to one apartment or office only.

5.2 Air Keys

One air key may be issued per car space.

Additional air keys may only be issued if authorised by the relevant strata committee.

Air keys shall incur a non-refundable charge of \$60.00 each.

6.0 Applicable Key Charges

New or replacement (lost/stolen) fobs shall incur a non-refundable charge of \$25.00 each.

New or replacement (lost/stolen) air keys shall incur a non-refundable charge of \$60.00 each.

Faulty fob or air keys – A replacement for a defective key will be issued free of charge within the 12 month warranty period. Outside the warranty period normal charges will be applied (\$25.00 per fob and \$60.00 per air key).

Note: Payment (if applicable) must be processed by Visa or Mastercard before new keys are issued. A lost/stolen fob or air key must be identified and cancelled before a replacement fob or air key can be issued.

7.0 Any Fobs / Air Keys Returned to the Security Control Room

If any fobs / air keys are returned to the security control room, the security officer must complete a Key Return Form and forward it to the security administrator to de-activate the key(s) and update the security database.

8.0 Key Request Forms

Key request forms are available from the estate management office and on the Jacksons Landing website (www.jacksonslanding.net.au). Security services shall ensure that key request forms are appropriately authorised prior to issuing any keys.

9.0 Fob / Air Key Audits

Security services shall conduct six-monthly audits of keys and databases to ensure that all keys issued are accounted for and any loose keys are secured in a locked key cabinet.

Each individual strata is responsible for carrying out regular desktop audits of the fobs and air keys issued to their building(s). We recommend that this happen at least six-monthly.

The results of these audits shall be forwarded to the security control room so that the security administrator can update the security-key database.