

# Jacksons Landing Key Control Procedures

## 1.0 Purpose

The purpose of this procedure is to detail the requirements on how to issue and receive fobs / air keys for the Jacksons Landing estate.

Security services have the responsibility to effectively manage and control the distribution of keys on the Jacksons Landing estate.

## 2.0 Key Request Forms

Fobs and air key request forms are issued at the Estate Management office at 45 Bowman Street, Pyrmont or are available online at the Jacksons Landing website: [www.jacksonslanding.net.au](http://www.jacksonslanding.net.au)

## 3.0 Key Request Procedures

1. The applicant attends the Estate Management office, and:
  - a. Completes an official Key Request Form;
  - b. Pays any fees (if applicable) by Visa or Mastercard.
2. The Resident Services Manager shall:
  - a. verify and sign that the applicant is authorised to receive the requested access levels/doors and number of fobs and air keys;
  - b. verify that the applicant has paid the required fee (if applicable).
  - c. Insert a sequential number at the top of the form.
  - d. Maintain a spreadsheet with payment details and send it to the CA's strata manager monthly.
3. The applicant shall then attend the security control room (Gatehouse).
4. The Security Administrator:
  - a. will process the Key Request Form;
  - b. will program and test the required key(s);
  - c. shall update the security database.
5. If this cannot be completed at the time, the Security Administrator will ~~then~~ contact the applicant to attend the security control room.
6. The applicant will attend the security control room and sign for the key(s). (NB: Only the person named on the Key Request Form shall be authorised to pick up the keys).
7. The Key Request form is then scanned, entered into the database and retained in the security control room. A copy is sent to the RSM.

## 4.0 Returned Keys

If anyone returns fobs or air keys to the security control room:

- S/he or the security officer completes a Key Return Form.
- Returned keys shall be deactivated and stored in a locked key cabinet.
- The security database must be updated.