

# **Jacksons Landing Key Control Policy**

**Adopted October 2019 – last amended December 2023**

## **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 (remotes), 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;
- Antias – no limit;
- Reflections – no limit;
- 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 (plus the Glasshouse) or one 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, Resident Services Management (RSM) and on the Jacksons Landing website ([www.jacksonslanding.net.au](http://www.jacksonslanding.net.au)). RSM will process the application and accept payment for the key(s).

Security services shall ensure that key request forms are appropriately authorised prior to issuing any keys.

## 9.0 Fob / Air Key Audits and Management

### **9.1 Audits**

Security services shall conduct six-monthly audits of Security-held 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). The recommendation is that this happens at least annually.

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

### **9.2 Deletion of long-time revoked electronic keys**

To simplify the security access control system process, all electronic security keys that have been marked as revoked for 12 months or more will be deleted from the security access control system, annually on June 30. Residents subsequently presenting a deleted key to the Security Gatehouse, or Estate Management, will have to apply for a new key.

### **9.3 Blanket Glasshouse access removal from home unit electronic keys following non-completion of a strata audit**

The Community Association is charged with looking after its assets and who accesses them.

Glasshouse access is added to all residents' fobs, so residents do not need to carry separate key to access the facilities. A verified list of strata fobs with legitimate Glasshouse access is a by-product of a completed strata electronic key audit.

The Community Association requires each strata to audit its residents' keys at least once every 24 months to ensure that only legitimate residents' keys can be used to access the Glasshouse facilities. Where stratas do not carry out audits at least once every 24 months, all residents from that strata will have their unit fob key access to the Glasshouse removed.

Access to the Glasshouse will be reinstated only as individual residents visit the Security Gatehouse with evidence of their residency and any fob keys to be used, or once the strata has effectively completed the required audit.

If a strata audit has not taken place within the subsequent 24 months, the blanket access denial process will be repeated.