

Jacksons Landing Key Control Procedures

Adopted October 2019 – last amended December 2023

1.0 Purpose

The purpose of this procedure is to detail the requirements on how to issue and receive fobs / air keys (remotes) 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.

3.0 Key Request Procedures

1. The applicant attends the Estate Management Office, Resident Services Management (RSM), and:
 - a. completes an official Key Request Form;
 - b. pays any fees (if applicable) by Visa or Mastercard.
2. Resident Services 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;
 - e. Make a photocopy of the first page of the form and file it for later reconciliation.
3. The applicant shall then attend the security control room (Gatehouse) with the verified forms.
4. The Security Administrator:
 - a. will check that Key Request Form has been correctly completed;
 - b. will process the form;
 - c. will program and test the required key(s) in 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).
Note: 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 RSM.
8. RSM will reconcile all returned forms with the photocopies made in step 2c above.

4.0 Returned Keys

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

- a. they or the security officer will complete a Key Return Form.
- b. the returned keys shall be deactivated and stored in a locked key cabinet.
- c. the security database must be updated.

5.0 Integriti database key record content and formatting

Estate Management will periodically, monthly or more frequently, check that all key amendments have been correctly input per the above key request forms and all other non-resident keys in terms of:

- a. names / description format
- b. air key /fob key identification
- c. reasonableness of access given

Estate Management has access to an Integriti report that allows amendments to be sorted by date, so that only the latest amendments need to be checked.