

OLD GRACE HOUSING CO-OPERATIVE

KEY AND ACCESS POLICY

CONTENTS

1. Purpose
2. Key control policy
3. Member move-in and move-out: issuing and returning keys and fobs
4. Accidental lock-out from suite
5. Replacement of lost keys and fobs
6. Request to change suite lock

APPENDIX: Key control procedures

1. Purpose of this policy

To ensure the security of the co-op premises while providing residents and designated others with reasonable access.

2. Key control policy

- a) All keys and fobs are the property of the co-op and must be returned at the request of the board of directors, or on member move-out.
- b) New co-op members will be issued with suite keys, building entry-door fobs, common area keys and mailbox keys when their move-in documentation has been completed. Duplicate suite keys and duplicate townhouse keys will be stored in a Suite Key Box kept at the Property Manager's offices.
- c) The co-op will provide the Property Manager with building entry fobs, common area keys and restricted access keys for personal use, and for management company staff.
- d) The co-op will provide fobs or keys to co-op staff or contractors to carry out their assigned work (e.g. cleaning service, mat delivery).
- e) Co-op members with personal support workers may request fobs for their use. These fobs will be provided without charge, with the understanding that the co-op member is responsible for the cost of replacing any fobs that are not returned.
- f) Keys to some restricted areas of the co-op will be issued to co-op members who have specific volunteer responsibilities. These keys are issued at the board's discretion and must be returned when the co-op member leaves the relevant committee.
- g) A key to the basement Chair Room can be signed out temporarily to members who need to set up the Common Room for a private event.
- h) The co-op will maintain electronic records of all keys and fobs issued.

3. Member move-in and move-out: issuing and returning keys and fobs

See Appendix for details.

4. Accidental lock-out from suite

- a) Central access keys (passkeys) will be held by the Fire Warden, the chair of the Maintenance Committee and a Maintenance Committee designate. Additional central access keys will be kept in a lockbox in the co-op office safe which can be opened by named members of the Maintenance Committee. One of these individuals should be contacted in an accidental lock-out situation.
- b) Children from a household will be given access to their family's suite unless the board of directors has previously received notice to the contrary from the child's parent or guardian. Notice must have been received in writing (as a message to the co-op's email account) at least 24 hours prior to the lock-out occurring.

5. Replacement of lost keys and fobs

- a) The security of the co-op is put at risk if common area keys or building entry-door fobs are lost near the co-op premises, or lost together with personal items bearing the member's address. In this situation, the loss must be reported immediately to the Property Manager, using the emergency phone number, so that steps can be taken to secure the building. All costs incurred by the co-op will be charged to the account of the member responsible for the loss.
See Appendix for details.
- b) Loss of a fob in circumstances that would NOT identify the address of the member should be reported to the Property Manager using the online maintenance request form. A replacement fob will be issued and charged to the member's account.
See Appendix for details.
- c) A member will be held responsible for loss of keys or fobs caused by any other person in their household or by the member's guests, visitors, Approved Residents, employees, or anyone else permitted on co-op property by the member.
- d) The co-op does not hold extra keys to members' mailboxes. If a member loses both keys, they should report this to the Property Manager. Their mailbox lock will be replaced and the cost of this work charged to the member's account.

6. Request to change suite lock

- a) Members must have advance written permission from the co-op to change the lock on their suite door, such as replacing it with a keyless entry system. The member is responsible for paying all costs involved.
See Appendix for details.
- b) If a member who has obtained a Protection Order against their partner wants to change their suite door lock, they should contact the chair of the Maintenance Committee. The terms of the Protection Order will need to be verified by the chair of the Maintenance Committee, or designate, before the lock can be changed. In an emergency, the co-op will pay the locksmith's service charge and arrange for subsequent reimbursement by the member.

APPENDIX: KEY CONTROL PROCEDURES

A. Key control

- a) Extra common area keys, restricted area keys and activated fobs will be stored in the co-op office safe.
- b) The chair of the Maintenance Committee, or designate, will provide fobs and keys to co-op staff and contractors when required.
- c) Restricted area keys for long-term loan will be issued to the chairs of some standing committees (Finance, Maintenance, Membership) and to co-op members with responsibilities requiring regular access to these areas. At the first board meeting following each AGM, the board of directors will review and approve the list of restricted area key holders.
- d) Members hosting large private events can borrow a key to the basement Chair Room. This will be issued by the Common Room Coordinator and should be returned to mailbox A-100 within 48-hours. The Key Binder in the co-op office contains sign-out sheets for this purpose.
- e) The co-op will maintain electronic records of all keys and fobs issued. For convenience, print-outs of these records will be kept in the Key Binder in the co-op office.

B. Member move-in: issuing keys and fobs

- a) The following keys will be issued to new co-op members, without charge:
 - i. 2 building entry-door fobs (individually numbered)
 - ii. 2 common area access keys (these also allow key access to the building entry doors)
 - iii. 2 suite door keys
 - iv. 2 Canada Post mailbox keys
- b) Keys will be provided when the new member's move-in documentation is completed. This documentation will include proof of a Tenant Insurance policy that is effective from 12.01 am on the day keys are issued, or earlier.
- c) The Moving Coordinator will record the serial numbers of the fobs issued. The new member will sign the *Record of Keys & Fobs Issued* which will be scanned and sent to the Property Manager for retention in the individual's Member File. The original form will be kept in the co-op office for updating purposes.
- d) Additional fobs may be purchased by co-op members at cost. The Moving Coordinator will provide an activated fob, and will add the serial number to the member's *Record of Keys & Fobs Issued*. The charge will appear on the member's account. The updated record will be scanned and sent to the Property Manager.
- e) Co-op members may purchase additional fobs at cost. Members may make copies of their suite door keys and common area access keys, at their own expense.

C. Replacement of lost keys and fobs

- a) If common area keys or fobs are lost near the co-op premises, or lost together with items identifying the member's address, the member must immediately report the loss to the Property Manager, using the emergency phone number.
 - i. If only a fob is lost, it will be deactivated as soon as possible. This will be done by a co-op volunteer who has received training on the software program.
 - ii. If a common area key is lost, with or without a fob, the chair of the Maintenance Committee will work with the Property Manager to have new locks installed on all building entry doors, followed by new locks on the interior common area doors. Each household will be provided with two new common area keys.
 - iii. All costs incurred will be charged to the account of the member responsible for the loss.
- b) If a fob is lost in circumstances that would NOT allow the co-op to be identified as the address, the member should report this to the Property Manager, using the online maintenance request form.
- c) A replacement fob will be issued by the Moving Coordinator, with the cost being charged to the member's account. The member's *Record of Keys & Fobs Issued* will be updated and the scan sent to the Property Manager.
- d) If suite keys, common area keys, or mailbox keys are lost in circumstances that would NOT identify the address of the member, copies can be made by the member using the extra keys issued to their household.

D. Request to change suite lock

- a) A member wishing to change the lock on their suite door should first contact the chair of the Maintenance Committee. If permission is given, the member will be responsible for paying all costs involved.
- b) If the new lock is not keyed to the co-op's central access key, two keys must be provided to the co-op: one key will be stored in the locked key box in the co-op office, together with any code needed. The other key will be placed in the Fire Fighter's Key Box in the front vestibule. The co-op's Fire Warden will contact the Winnipeg Fire Paramedic Service to have the Key Box opened.
- c) The member's *Record of Keys & Fobs Issued* will be updated and a scan sent to the Property Manager. The updated original will be retained in the co-op office.

E. Member move-out: return of keys and fobs

- a) All keys and fobs, including any extra copies of keys made by the member, must be returned to the Moving Coordinator as soon as the suite has been vacated and cleaned.
- b) If members are unable to return all the fobs issued to them, the cost of the missing fobs will be charged against their Member Shares.
- c) For security, suite door locks are rekeyed before a new member moves into the vacated suite. This work will be arranged by the chair of the co-op Maintenance Committee, or designate. Three keys will be cut – 2 for the new member and 1 for the Property Manager, which will be stored off-site.