

# Tenant After-Hours Access / Key Management Procedure (New Zealand)

## 1. Purpose

Due to changes in technology HOME IN PLACE (NEW ZEALAND) LIMITED (HOME in PLACE NZ) tenants are now provided keys to their properties in a number of ways; including fobs, access control cards or secure keys (collectively referred to as 'access key' in this procedure) that cannot be replicated by local locksmiths.

During office hours Employees travel to site to provide access, where a tenant has lost or misplaced their access key however due to the high volume of calls it is not practical or feasible from a health and safety perspective for Employees to do this on evenings, weekends, and public holidays.

This procedure was developed to resolve the issue of tenants who repeatedly call Employees when they lock themselves out of their property. Frequently tenants call after hours in the early morning when intoxicated which presents a health and safety risk to HOME in PLACE NZ Employees.

It informs tenants of the procedure for managing access to properties when tenants lock themselves out or have lost their access key.

These procedures ensure tenants are clear on how to report a problem with access: during office hours and afterhours.

It is aligned to HOME in PLACE NZ tenancy management and risk management policies, codes of conduct and work health and safety policies.

This procedure is developed and managed in such a manner that ensures that Employee responses are appropriate, consider their health and safety and clear demonstrates HOME in PLACE NZ expectation that Employees are not expected to work outside normal business hours to provide access to properties.

This procedure outlines the options for tenants after hours and other considerations relating to call outs and replacement of access keys.

## 2. Scope

This procedure applies when tenants have either been locked out of their properties, loaned, misplaced, lost, or had their access key stolen.

The procedure is designed to reduce risk HOME in PLACE NZ Employees and to the tenant who may try to climb in windows or damage property by forcing locks, damaging doors, or breaking windows.

## 3. Procedure

### Response Stages:

#### *Tenants notify HOME in PLACE NZ of the problem:*

- Confirm tenant's details;
- establish what has happened e.g. access key has been lost, misplaced, bag stolen with access keys inside, access key given to friends and locked out accidentally; and
- work at solving their immediate need to gain access to their premises.

#### *Understanding our tenants' needs:*

- HOME in PLACE NZ understand tenants have varying abilities and dealing with an access key emergency can be an anxious experience and can increase vulnerability and risk. In this circumstance HOME in PLACE NZ Employees are sympathetic and seek to:
- minimise risk to tenants and their property;
- manage tenant expectations about response times and courses of actions;
- communicate the respective responsibilities and obligations as outlined in the tenancy agreements; and
- discuss consequences and risks of lost access keys to other residents and property.

#### *Solving the situation quickly:*

- Employees will work to prioritise the safety and wellbeing of tenants, acknowledging that it can be a very anxious experience when a tenant is locked out or cannot get into their property, especially late at night, where they are more vulnerable; and
- will take action in accordance with the Lock-out procedures below to assist the tenant remain safe and gain access as quickly as possible.

#### *Preventing future problems:*

- Employees must ensure notes regarding the lock out are recorded on the tenant's electronic file especially where there are disclosed vulnerabilities and lockouts have become habitual. This includes follow up actions required by HOME in PLACE NZ and the tenant including strategies put in place to deal with future lockouts, lost and or stolen keys.

### Lockout Procedure

HOME in PLACE has implemented three strategies based on risk:

- Low:** Employees go to property during office hours
- Medium:** Contractors go to property to open doors and charge is passed on to tenant
- High:** Security contractors go to property to open doors and charge is passed on to tenant

## Roles and Responsibilities of the parties

| Role  | Responsibility  |
|---|---|
| <b>Building Manager</b>   | <ul style="list-style-type: none"> <li>Assist and facilitate access to apartments until 9pm.</li> <li>Communicate and gain agreement for replacement of keys, fobs or changing of key barrel depending on response required – emphasis is on ensuring safety and security of tenant, other residents, and building.</li> <li>Manage replacement of keys and fobs.</li> <li>Manage and facilitate access of emergency services and tradesmen as appropriate.</li> </ul>  |
| <b>Tenancy Relations Officers / Tenancy Engagement Officers</b> | <ul style="list-style-type: none"> <li>Assist and facilitate access to apartments during office hours.</li> <li>Where there are frequent call outs to the same tenant a call out charge may be implemented.</li> <li>Communicate and gain agreement for replacement of keys, fobs or changing of key barrel depending on response required – emphasis is on ensuring safety and security of tenant, other residents, and building.</li> <li>Manage replacement of keys and fobs.</li> <li>Manage and facilitate access of emergency services and tradesmen as appropriate.</li> <li>Provide numbers, names, and email addresses (if relevant) as part of sign up process and ensure that residents have HOME in PLACE NZ contact details especially during an emergency.</li> </ul> |
| <b>Facilities Manager</b>                                       | <p>Independent contractor appointed to provide facilities management services:</p> <ul style="list-style-type: none"> <li>Receive call via after hours call centre and implement after hours process.</li> <li>Organise response as agreed with HOME in PLACE NZ Employee.</li> <li>Track and report as agreed with HOME in PLACE NZ procedure.</li> </ul>  |
| <b>External security company</b>                                | <p>As delegated by Facility Manager:</p> <ul style="list-style-type: none"> <li>Allocation of keys (as per management instruction) and maintains key register.</li> <li>Manages visitor access into the facilities, including ensuring that all visitors have signed visitors' book, where appropriate identification and are instructed what to do in the case of an emergency.</li> <li>Responsible for enforcing security procedures and assisting the facilities manager in identifying exposures and risks with respect to the office facility (e.g. identify unauthorised or unidentified visitors).</li> </ul>   |
| <b>Executive Manager</b>  | <ul style="list-style-type: none"> <li>Establish policies and procedures for after-hours access management process.</li> <li>Communicate and instruct Employees, tenants, and residents about key emergency management process.</li> <li>Provide facilities management company and external security company with master keys to enable access for tenants/ residents.</li> <li>Provide facilities management company and security company with a list of tenant names and contact telephone numbers and ensure these are kept up to date.</li> <li>Reporting on policy to board, regulatory authorities and internal business units about efficacy, costs, risks, and issues.</li> </ul>   |

## 4. Responsibilities

All HOME in PLACE workers have an obligation to:

- familiarise themselves with and ensure they have a clear understanding of HOME in PLACE policies and procedures,
- observe and implement such policies, and associated procedures in delivering services to HOME in PLACE clients,
- inform HOME in PLACE's clients of the impact of this procedure on them and assist them to understand their rights and obligations, as required,
- identify issues that require amendment to this procedure document and complete the relevant documentation to propose any amendments, and
- report breaches of HOME in PLACE's policies or procedures.

The relevant Group Executive Manager is ultimately responsible to:

- ensure all stakeholders within their area of responsibility are informed about HOME in PLACE Policies and Procedures,
- ensure appropriate processes and controls are implemented to enable the correct application of and adherence to relevant policies and procedures, and
- ensure appropriate processes and controls are implemented to enable breaches of approved HOME in PLACE's Policy and Procedures to be reported and managed.

## 5. Implementation and Review

This procedure is listed on HOME in PLACE's Controlled Documents Register and is a controlled document requiring approval of any changes. It may not be amended or shared outside HOME in PLACE without approval. The procedure is reviewed regularly and published on HOME in PLACE's SharePoint intranet once approved. Employees receive communications and training on new and reviewed policies and procedures.

HOME in PLACE complies with relevant contractual compliance obligations and jurisdictional laws and regulations when implementing this procedure. Confirmation of internal compliance with this procedure is undertaken regularly.

It is the responsibility of HOME in PLACE Group Executive Services ([GESAdmin@homeinplace.org](mailto:GESAdmin@homeinplace.org)) to maintain and update the HOME in PLACE's Master Procedure Document, Procedure Directory and the Procedure Review Register, administer the review and approval process and inform and distribute new and amended policies and procedures once approved (refer PROC-011 Policy and Procedure Development Approval).

HOME in PLACE Workers should refer to [SharePoint Company Documents Policy and Procedure site](#) for the latest version which takes precedent over any uncontrolled version. If this document is printed, downloaded, or saved elsewhere from this site it becomes an uncontrolled version.

For further information contact the Responsible Officer listed under Document Information.

## 6. Resources and related documents

### Related documents

- HOME in PLACE NZ Code of Conduct (POL-8028)
- HOME in PLACE NZ Health and Safety at Work Policy (POL-8016)
- HOME in PLACE NZ Work Health & Safety Management System (POL-80)
- HOME in PLACE NZ Risk Management Procedures (PROC-8015)
- HOME in PLACE Complaints Handling Policy (POL-012)
- HOME in PLACE NZ Complaints Handling Procedure (PROC-8008)
- HOME in PLACE NZ How we use closed circuit television Procedure (PROC-8025-11)
- HOME in PLACE NZ Authority to Share Personal Information (sign up)

### Related legislation/standards

- Health and Safety at Work Act 2015
- Residential Tenancies Act (1986) Section 66I Landlord's ongoing obligations
- NZ Privacy Act (1993)

## 7. Definitions

Please refer to HOME in PLACE Glossary of Definitions for Policies and Procedures. Terms and definitions identified below are specific to this procedure and are critical to its effectiveness:

| Term               | Definition   |
|--------------------|--|
| <b>Appeals</b>     | A Community housing appeal is defined as 'any expression of dissatisfaction with a decision made by a social housing provider to provide or not provide a service (such as housing, transfer or priority on the housing register) or, a decision relating to a tenant or service user's dissatisfaction of a decision made by the organisation.'<br>An application for a decision to be reversed or overturned. Includes but is not limited to: • Allocation decisions; • Level of rent or rent subsidy; • Eligibility for a housing transfer; • Permission to undertake modifications; • Permission to keep pets; • Calculation of water charges; |
| <b>Compass</b>     | Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the <i>Corporations Act 2001</i> (Cth)) and as a charity with the <a href="#">Australian Charities and Not-for-profit Commission (ACNC)</a> .   |
| <b>Complainant</b> | Person with a Complaint ongoing with HOME in PLACE.  |
| <b>Complaints</b>  | An expression of dissatisfaction with an aspect of the services provided by [Organisation], where the complainant is unhappy with the standard or type of service.<br>Types of Complaint include: <ul style="list-style-type: none"> <li>• Where HOME in PLACE have failed to provide or there has been a delay or problem in providing a service;</li> <li>• Where HOME in PLACE have failed to follow or have been unfair or inconsistent in applying our policies or procedures.</li> <li>• Where HOME in PLACE have failed to keep Tenants informed, through lack of or insufficient information</li> </ul>                                    |

| Term                               | Definition  |
|------------------------------------|---|
|                                    | <ul style="list-style-type: none"> <li>Where there has been inappropriate behaviour or attitude from a HOME in PLACE Employee or contractor.</li> </ul>   |
| <b>Director</b>                    | Has the same meaning as defined in the <a href="#">Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary</a> in Australia and as defined in the <a href="#">Companies Act 1992 Part 1 Section 2 Interpretation</a> .   |
| <b>Employee</b>                    | A person engaged under an employment agreement or award by any company in the HOME in PLACE Group.  |
| <b>Executive Manager</b>           | Many positions within HOME in PLACE include the title “Executive Manager”. Regardless of whether an Executive Manager heads a Business Unit, the delegated authority of each Executive Manager depends on the functions and reporting relationship of the Business Unit for which the Executive Manager is responsible. Executive Managers should refer to the document HOME in PLACE Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold. |
| <b>HOME in PLACE</b>               | Compass Housing Services Co. Ltd. Trading as HOME in PLACE and includes its related body corporate (as defined by section 9 of the <i>Corporations Act 2001</i> (Cth)). This includes Compass Housing Services Co (Queensland) Ltd Trading as HOME in PLACE and Compass Housing Services Co (Victoria) Ltd Trading as HOME in PLACE both of which are a wholly owned subsidiary of Compass registered in Australia.   |
| <b>HOME in PLACE (New Zealand)</b> | HOME IN PLACE (NEW ZEALAND) LIMITED (formerly Compass Housing Services (NZ) Co Ltd) is registered in New Zealand under the Companies Act and as a charity registered with Charities NZ under the Charities Act  |
| <b>HOME in PLACE Group</b>         | The corporate structure that includes HOME in PLACE (as the Parent Company) and the boards of Subsidiary Companies, Governance Committees and advisory groups as created from time to time.   |
| <b>Independent contractor</b>      | means a party engaged directly by HOME in PLACE pursuant to a contract for services. In the context of workforce engagements, this includes sole traders, companies, or partnerships with whom HOME in PLACE enters into an agreement for the provision of specified individuals to supply specific skills, services, or consultancy arrangements. It does not include individuals engaged through labour hire agencies. Independent contractors are not employees of HOME in PLACE.                      |
| <b>Officer</b>                     | Has the same meaning as defined in the <a href="#">Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary</a> in Australia and as defined in the <a href="#">Companies Act 1992 Part 1 Section 2 Interpretation</a> in New Zealand  |
| <b>Parent Board</b>                | The current directors of HOME in PLACE.   |
| <b>Parent Company</b>              | HOME in PLACE   |
| <b>Stakeholder</b>                 | person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity, may also be called ‘interested party’.   |
| <b>Subsidiary Boards</b>           | The appointed board of directors of a Subsidiary Company.   |
| <b>Subsidiary Company</b>          | A company in which HOME in PLACE owns all or at least a majority of the shares.   |
| <b>User</b>                        | any person or entity that use HOME in PLACE Information or ICT Assets.  |

| Term                                      | Definition  |
|---|---|
| <b>Worker<br/>(HOME in PLACE)</b>         | <p>has the same meaning as defined in the <a href="#">NSW Work Health and Safety Act 2011 No 10</a> Subdivision 2 Part 7 Meaning of 'worker' (1) A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:</p> <ul style="list-style-type: none"> <li>• an employee, or</li> <li>• an independent contractor or subcontractor, or</li> <li>• an employee of a contractor or subcontractor, or</li> <li>• an employee of a labour hire company who has been assigned to work in the person's business or undertaking, or</li> <li>• an outworker, or</li> <li>• an apprentice or trainee, or</li> <li>• a student gaining work experience, or</li> <li>• a volunteer, or</li> <li>• a person of a prescribed class.</li> </ul> |
| <b>Worker<br/>(HOME in PLACE<br/>QLD)</b> | <p>is 'a person who works under a contract and, in relation to the work, is an employee for the purpose of assessment for PAYG withholding under the Taxation Administration Act 1953 (Cwlth), schedule 1, part 2-5'. This applies to a person for whom PAYG tax instalments are required or would be required to be withheld by their employer.</p>  |
| <b>Worker<br/>(HOME in PLACE<br/>VIC)</b> | <p>A worker is defined as an individual:</p> <ul style="list-style-type: none"> <li>• who <ul style="list-style-type: none"> <li>– performs work for an employer or</li> <li>– agrees with an employer to perform work</li> </ul> </li> <li>• at the employer's direction, instruction or request, whether under a contract of employment (whether express, implied, oral or in writing) or otherwise or</li> <li>• who is deemed to be a worker by the legislation.</li> </ul>   |

*End of document.*