

Tenant After-Hours Access / Key Management Procedures

1. Overview

Due to changes in technology, Compass Housing Services Co (New Zealand) Limited (Compass 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 Compass NZ Employees.

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

2. Purpose

To inform 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 Compass 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 clearly demonstrates Compass NZ expectation that Employees are not expected to work outside normal business hours to provide access to properties.

3. 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 to Compass NZ Employees and to the tenant who may try to climb in windows or damage property by forcing locks, damaging doors or breaking windows.

4. Response Stages:

1. Tenants notify Compass NZ of the problem:

- a. Confirm tenant's details;
- b. 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
- c. work at solving their immediate need to gain access to their premises.

2. Understanding our tenants' needs:

- a. Compass 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 Compass NZ Employees are sympathetic and seek to:
 - b. minimise risk to tenants and their property;
 - c. manage tenant expectations about response times and courses of actions;
 - d. communicate the respective responsibilities and obligations as outlined in the tenancy agreements; and
 - e. discuss consequences and risks of lost access keys to other residents and property.

3. Solving the situation quickly:

- a. 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
- b. will take action in accordance with the Lock-out procedures below to assist the tenant remain safe and gain access as quickly as possible.

4. Preventing future problems:

- a. 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 Compass NZ and the tenant including strategies put in place to deal with future lockouts, lost and or stolen keys.

5. Lockout Procedure

Compass has implemented three strategies based on risk:

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

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Roles and Responsibilities of the parties

Role	Responsibility
Building Manager	<ul style="list-style-type: none"> • Assist and facilitate access to apartments until 9pm. • 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. • Manage replacement of keys and fobs. • Manage and facilitate access of emergency services and tradesmen as appropriate.
Tenancy Relations Officers / Tenancy Engagement Officers	<ul style="list-style-type: none"> • Assist and facilitate access to apartments during office hours. • Where there are frequent call outs to the same tenant a call out charge may be implemented. • 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. • Manage replacement of keys and fobs. • Manage and facilitate access of emergency services and tradesmen as appropriate. • Provide numbers, names and email addresses (if relevant) as part of sign up process and ensure that residents have Compass NZ contact details especially during an emergency.
Facilities Manager	<p>Independent contractor appointed to provide facilities management services:</p> <ul style="list-style-type: none"> • Receive call via after hours call centre and implement after hours process. • Organise response as agreed with Compass NZ Employee. • Track and report as agreed with Compass NZ procedure.

<p>External security company</p>	<p>As delegated by Compass NZ General Manager:</p> <ul style="list-style-type: none"> • Allocation of keys (as per management instruction) and maintains a key register. • Manages visitor access into the property, • Wears appropriate identification and are instructed what to do in the case of an emergency. • 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).
<p>Executive Manager</p>	<ul style="list-style-type: none"> • Establish policies and procedures for after-hours access management process. • Communicate and instruct Employees, tenants and residents about key emergency management process. • Provide facilities management company and external security company with master keys to enable access for tenants/ residents. • 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. • Reporting on policy to board, regulatory authorities and internal business units about efficacy, costs, risks and issues.

6. Responsibility for Implementation and Compliance Monitoring

The General Manager NZ is responsible for implementation, monitoring and reporting compliance for this procedure.

7. Legislation and Compliance

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

8. Related documents and resources

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

9. Definitions

Term	Definition
Compass	Compass Housing Services Co. Ltd
Compass Group	The corporate structure that includes Compass (as the Parent Company) and the boards of Subsidiary Companies, Governance Committees and advisory groups as created from time to time.
Compass NZ	Compass Housing Services Co (New Zealand) Ltd, a wholly owned subsidiary of Compass registered in New Zealand under the <u>Companies Act 1993 (NZ)</u>
Complaints	<p>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.</p> <p>Types of Complaint include:</p> <ul style="list-style-type: none"> • Where Compass NZ have failed to provide or there's been a delay or problem in providing a service; • Where Compass NZ have failed to follow or have been unfair or inconsistent in applying our policies or procedures. • Where Compass NZ have failed to keep Tenants informed, through lack of or insufficient information • Where there has been inappropriate behaviour or attitude from a Compass Employee or contractor.
Employee	A person engaged under an employment agreement or award by any company in the Compass Group.

Term	Definition
Executive Manager	Many positions within Compass 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 Compass Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold.
Independent contractor	means a party engaged directly by Compass pursuant to a contract for services. In the context of workforce engagements, this includes sole traders, companies or partnerships with whom Compass 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 Compass.
Subsidiary Company	A company in which Compass owns all or at least most of the shares.
Worker	Compass NZ have adopted the New Zealand Health and Safety Act (2015) Section 19’s definition of a ‘worker’ where the term is used in policy. The definition of a ‘worker’ includes an individual who carries out work in any capacity for a PCBU, including work as : (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the business or undertaking; or (e) an outworker (including a homeworker); or (f) an apprentice or a trainee; or (g) a person gaining work experience or undertaking a work trial; or (h) a volunteer worker; or (i) a person of a prescribed class.