

Key, Access Card, and Lock Policy

Policy Number: PSHC-011A

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1. Background

The Perth & Stratford Housing Corporation (PSHC) is committed to providing safe and secure homes for its residents. The PSHC will ensure that its properties have appropriate locking systems and assumes the responsibility for installing, maintaining, and replacing all components of these systems. The purpose of this policy is to set out the guidelines regarding the use and distribution of keys, access cards and the replacement of locks. This policy applies to all PSHC properties.

2. Policy

2.1. Tenants will be given keys/access cards for household members listed on the lease (including school age children by request) once they have met the requirements of the leasing process including:

- Signing the lease and accompanying appendices;
- Paying first month's rent by certified means;
- Providing proof of insurance; and
- Providing verification of utility set up (if applicable).

2.2. Tenants moving into an **apartment building** will receive:

- One (1) front door key/access card/fob per tenant/household member;
- One (1) rental unit key/access card/fob per tenant/household member; and
- One (1) mailbox key.

Tenants moving into a **family unit** will receive two (2) unit keys. Tenants must connect with Canada Post for a mailbox key in cases where there is a community mailbox.

- 2.3.** Tenants must request additional keys/access cards through the PSHC and may not duplicate their own keys.
- Tenants are required to pay for any additional keys/access cards they receive.
 - All additional keys and access cards requested by the tenant are also the responsibility of the tenant, even if they have given it to someone who is not a member of their household (e.g. caregiver, support worker).
- 2.4.** Tenants are required to return all keys for the rental unit, access cards/front door keys and mailbox keys to the PSHC when they move out. Rental accounts will be charged for any keys that are not returned.
- 2.5.** Tenants may not alter the locking system on a door giving entry to a rental unit or residential complex or cause the locking system to be altered during their occupancy of the rental unit.
- 2.6.** The PSHC will change the entry lock on each rental unit in the following circumstances:
- After the tenant moves out;
 - The unit is deemed vacant;
 - An eviction order has been enforced by the Sheriff and the writ of possession is returned to the PSHC;
 - The death of a tenant (if they are the only occupant);
 - A tenant requests the change, the cost of which will be charged back to the tenant; and
 - A tenant changes the lock themselves and it must be changed back, the cost of which will be charged back to the tenant.

3. Definitions

Access Card: A card provided to a tenant that can be presented near a card reader at the front door of an apartment building that will automatically open the door for the tenant. Also called 'fobs'.

Additional Keys/Access Cards: Keys or access cards over and above what is provided to the tenant at move-in. Additional keys/access cards include: 1) those required for other members of the household (e.g. school-aged children who arrive home before their parents); 2) those needed to replace ones that have been lost, stolen, or broken, and 3) those requested for support services staff who conduct home visits (e.g. OneCare, VON, etc.).

4. Legislative Authority

Residential Tenancies Act, 2006

PSHC Lease Agreement

5. Attachments

Procedures for Key, Access Card, and Lock Policy (PSHC-011B)