



Access and Key Management Policy

Purpose

The purpose of this policy is to clearly state the options available to residents, owners and agents for:

- a. access to the building;
- b. management and storage of keys; and
- c. the process for the authorised use of those keys.

Definitions

Key(s) means all security keys, door keys and FOB keys required to access apartments.

Act means the Strata Schemes Management Act 2015.

Access means entering into the building and traversing the various parts of common property required to access an apartment.

Building Manager (BM) Includes the BM, concierge and reception staff.

Authorised User(s) means visitor(s), trades person(s) or contractors employed to do work in a unit, including but not limited to renovations, repairs and cleaning.

Policy

2. Access

Waratah Apartments uses two levels of access security:

- a. Flat triangular keys used mainly for fire doors and other key locked access points.
- b. Electronic Secure FOB access for lifts and building access.

Due to the design of the building, there are many different corridors and alternate ways of traversing the building. Taking into account the privacy and peaceful enjoyment of residents, it is important that access is allowed solely to your respective area of the building ie where you live and park and our common areas. This approach increases security and minimises traffic and therefore noise to other parts of the building.

We have assisted access, eg for wheelchairs and prams, to those who need it. Application is via the BM.

3. Move in/ Move out

It is a requirement of the Act (Section 258) that landlords advise of new/ changes of lessee. Our Strata requires the details of the lessee be included in our Building Management system for our records and notifications.

Accordingly, when there is a change of resident (lessee or owner):

- a. Move out - We require that that resident is suspended in our BM system. At the same time, for security, their FOBs are suspended.
- b. Move in - We require that the new resident is registered in the system and once this is done, their FOB will be activated. At the same time, the new resident is provided with our welcome pack, our by-laws and other important information about our strata. These are available on our web site www.71victoriast.com.au

4. Storage of Keys

The BM on behalf of the Owners Corporation will accept keys from owners under two scenarios:

- a. Permanent storage. Keys may be left with the BM on a permanent basis and will be stored in a secure key cabinet.
- b. Occasional day by day use. Keys may be left with the BM on a daily basis. These keys will be secured in a locked drawer at reception but transferred to the Key safe overnight if not picked up."

5. Waratah Key Authorisation Form

Use of keys by any authorised user must be approved by the owner, occupier or agent, via the Waratah Key Authorisation Form, which will state who is allowed to use the keys (authorised user). The BM will require identification from the authorised user requiring use of the keys and will check that the person requiring use of the keys is on the approved list from the owner, occupier or agent.

6. Responsibilities regarding access to the building:

- a. Residents, owners and agents are responsible to ensure that all authorised users are aware of the need to sign in and out of the building.
- b. The BM will ensure that all authorised users will be entered in the system and be signed in and out of the building.
- c. The owner, occupier or agent is responsible to ensure the authorised user knows how to access their apartment and has all the necessary keys to allow that access.
- d. The BM is not responsible to escort authorised users to the lifts or to an individual apartment.
The BM may provide directions to assist in accessing an apartment.

Terms and Conditions of use

1. Any key stored in accordance with this policy or otherwise with the BM is stored for the convenience of the owner, occupier or agent who requests storage. While the BM will use best endeavours to ensure the security of the keys as this is a voluntary facility provided for the convenience of residents, the person requesting use of this storage facility accepts full responsibility.
2. A completed and signed Waratah Key Authorisation form must be handed to the BM when the request for storage is made.
3. Any person or authorised user collecting a key may be asked for identification. If not identification is provided, the BM may refuse to provide keys to that person.
4. The resident, owner or agent must advise the authorised user that photo identification may be required. When the authorised user is a company or business, then proof of employment with that company is also required.
5. The Owners Corporation and the Building Management providers accept no responsibility or liability, resulting from the leaving of Unit keys or allowing individuals listed from entering the apartment or any claims or demands as a result of such actions.
6. In the event any key is lost or misplaced, the owner, occupier or agent (as appropriate) must bear the cost, if any, of replacing the key and/or changing the locks or other security device.
7. Any insurance implications rest solely with the lot owner, occupier or agent.
8. The owner, occupant or agent indemnifies and will keep indemnified the Owners Corporation, the BM and providers from all actions, suits, claims, demands, costs and other liabilities of any nature, arising out of or in connection with leaving/using the Unit keys pursuant to this policy.
9. This acknowledgement may be pleaded as a full and complete defence by the Owners Corporation, the BM providers in any action, suits, or proceedings commenced by the lot owner/tenant or a third party, in connection with any of the matters referred to in this policy.

Approved 15 May 2019

The Strata Committee
Owners Strata Plan No. 38936
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