

Operational Procedure 7

Changing Locks

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	4	Revision Date:	22/12/2009	Doc Ref:	OP7 v1.4

Amendment and Authorisation Record

Changing Locks

Date	Author	Paragraph ref:	Nature of change	Authorised by
09/09/02	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
27/1/2009	MH	N/a	Change to job title of responsible officer throughout OP and change from reference in para 6 – OP4 to OP5.	VS
22/12/2009	VS	N/A	Update of procedure following audit	VS

OP 7 – CHANGING LOCKS

- 1.0 In normal circumstances it is the tenants' responsibility to ensure the security of their homes. As such responsibility for loss of keys is also the responsibility of the tenant. The housing service does not retain any keys for properties that are let.
- 2.0 The tenant is also responsible for any damage caused by those visiting or sharing residence with the named tenant.
- 3.0 If a tenant contacts the Repair Reporting Helpdesk to request that the locks are changed to his or her house, the Helpdesk should advise that this work can be carried out but the expectation is that the tenant will be recharged for the cost.
- 4.0 If the tenant is unable to meet the cost of the recharge, or feels that they have an exceptional reason for requesting the lock change and should not be charged, the Helpdesk should first assess the request and consider whether the work should be recharged or not. For example, exceptions would be a tenant concerned about the risk of domestic abuse, or elderly persons with no near relatives to help.
- 5.0 If the Helpdesk is not sure, they should detail the reason for the request and contact the area housing officer (general need properties) or the named housing officer (temporary properties) to discuss.
- 6.0 Following this referral if a change of locks with no recharge is recommended by the housing officer, the tenant should not be recharged for the lock change.
- 7.0 In the event that the same person repeatedly loses their keys, the matter should be referred to the appropriate Estate Manager – Estate Management for assessment and follow up action.
- 8.0 Unless there are compelling reasons for not suppressing a recharge, the costs should be recovered in accordance with OP5.