

Policy Guidance Note 32

Keys

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	3	Revision Date:	2/2/2009	Doc Ref:	OP43 v1.3

Amendment and Authorisation Record

OP43 - Keys

Date	Author	Paragraph ref:	Nature of change	Authorised by
2/2/2009	SM		First version	VS
30/06/09	NF		Updated Housing Service's address throughout	AC
10/05/11	VS		Update following internal audit. Agreement for Operational Procedure (OP43) to be amended to be a Policy Guidance Note (PGN32).	VS

Key Procedure contained within the Voids Policy

One member of admin staff is to be in charge of keys and the key cabinet, at one time, as per the rota system. The nominated person will usually be the member of staff on reception. All keys in or out to be dealt with through the nominated person.

- Key sheet to be updated every time and signed if possible
- Emails to be sent in line with procedure and Orchard property to be updated
- A quarterly review and reconciliation of keys held in key cabinet to information held on Orchard.

This procedure shows various scenarios in detail regarding the keys In/Out:-

Scenario 1 – Keys handed into office by ex-tenant

Scenario 2 – Keys taken out/given into office by staff member or prospective tenant

Scenario 3 – Keys taken out/given into office by DLO/other contractor

Scenario One

When the keys come in from an outgoing tenant, make sure there are two sets of keys returned.

When any key is handed into the office, nominated person to update Keys Sheet, by showing the date returned, time, property address, name of person returning keys and status for example: ex-tenant, DLO, home furnishings, etc. The outgoing tenant (or person handing in the keys on their behalf) is to be asked to PRINT and SIGN their name and contact address on sheet where indicated.

Ask if they would like a receipt for the return of keys. If they do, the receipt book is in the top drawer in reception.

If only one set of keys returned then a second set would need to be cut at Geordies DIY and ask for a receipt. This receipt is to be passed to the Housing – Finance section for payment.

Keys are to be attached onto the appropriate key rings with label addresses made from labelling machine:-

- All properties – yellow and green key rings

Hang the keys in the key cabinet situated in the reception cupboard, under the appropriate address area. For example: Lerwick, Landward & Isles. Write the address in pencil next to the reference number the keys are to be hung.

E-mail must be sent to Housing Estate Management, Rent Officer and Housing – Foreman stating keys received and name of ex-tenant.
Orchard Computer System to be updated.

Scenario Two

When a member of staff requires keys for a property, they have to deal directly with the nominated key person.

If the Technical Officer or Housing officer is requesting one set of keys for inspections;
or

If one set of property keys is to be given to a prospective tenant for viewing, then the housing officer is to pre-warn the nominated key person.

If the prospective tenants are signing up for the new property, then the housing officer is to ask nominated person to issue both sets of keys to finance.

- The Yellow Set of keys should always be issued to the Estate Management Team.

The key sheet must be updated with the officer's name or prospective tenant's name.
Key sheet needs to be printed and signed by that person.

When officer or prospective tenant is returning keys to the 6 North Ness Business Park, the key sheet must be updated, printed and signed.

If both sets of keys are being issued to Finance, then address must be erased from the key cabinet notice.

Orchard System details to be updated.

Scenario Three

When a member of the DLO staff or other contractor requires keys for a property, they have to deal directly with the nominated key person.

“Other Contractors” can be various agencies. For Example: Ladies Drive Cleaners, Robertson & Peterson, Home Furnishings, Hydro Electric Staff, etc.

- The green or black sets of keys are always issued to other contractors.

The key sheet must be updated with the DLO staff's name or other contractor's name.
Key sheet needs to be printed and signed by that person.

Or if admin staff has been notified about a void property from Technical Officer (2 weeks repairs or less), then the set of keys can then be passed through the internal mail to the DLO in the special mail bag.

When DLO staff or other contractor is returning keys to the 6 North Ness Business Park, the key sheet must be updated, printed and signed.

If both sets of keys are being issued to Finance, then address must be erased from the key cabinet notice.

Orchard System details to be updated.