



St Luke's Housing Society Limited – Useful Information

Keys and Keysafes

Keys when you move in

Each tenancy will receive 2 sets of keys (including key fobs to enter the building) and both keys for your front door. Each flat will also be provided with a single key for the balcony/patio door if applicable and at least one window lock key.

Can I get additional keys for relatives or as spares?

We will provide a maximum of two additional sets of keys at a refundable price of £20 each set. This will only include the keys to your front door.

We will record who holds these keys, so please update us if there are any changes.

In the past, we have provided a key fob as part of this package – however this is being phased out as we have set up alternative arrangements for emergency access.

How do keysafes work?

A keysafe is a way to keep a spare set of keys close to home, securely. We will install a keysafe for anybody who requests one, free of charge. It will be fixed on the inside of the door to your parcel cupboard.

When your keysafe is installed you will choose a 4 digit number, which we will programme for you. We will hold a record of this, and will also inform the Control Centre. That way they can tell an ambulance how to access the property without them having to wait for a mobile warden should the need ever arise.

You can give the keysafe code to any relative, carer, or neighbour that you trust to enter your home. You have the control over who knows it. We will not give details of your keysafe code to anybody except the Control Centre.

If you are concerned that somebody that shouldn't know it has found out your keysafe code, we can change it for you. We will update the Control Centre; you will need to tell your relatives etc.

How will visitors get into the building to get to the keysafe?

Normally, you will let people into the building, using the door entry system, just like you do now. If it is difficult for you to get to the intercom, or if somebody is visiting and you do not

answer, they can use your personal entry password. They will need to press the Manager button, say who they are visiting and the flat number, and then respond correctly when asked for the password.

Just like your keysafe code, you will choose the password, and we will inform the Control Centre. You will also be able to decide who has the password. The process for changing it is the same as for changing the keysafe code and is very simple.

Do I need to tell the office who I have given my code and password to?

You don't have to – but it would be helpful. It could help in an emergency situation, or if you forget who you have told and have any worries.

Keys to other communal external doors

We will only supply these in future where there is a demonstrable need. This is so that we can keep the building as secure as possible.

What if I lose my keys?

The office does not have spare keys for most flats, so this could cause a short-term problem. The House Manager/General Manager/Mobile Warden can open your flat for you initially, but will not be able to provide an ongoing door opening service. We can order a new set of keys, or if necessary we will change your locks. In both cases you might have to wait for the service. We will usually ask you to pay the full cost, which means that losing your keys is likely to be expensive as well as inconvenient.

Having a spare set in a keysafe would probably reduce any inconvenience should this happen, as you will be able to access your flat without extra help. If necessary, we can still change your lock as a security measure.

Things to consider

- Think carefully about who you want to be able to enter your flat via your keysafe. You should only give the details to somebody you trust fully and are happy about entering your home, possibly when you are not there.
- We would advise strongly against giving your code to one-off visitors, such as tradespeople.
- Don't choose an obvious code such as 1234 or 0000. But do choose something you can remember easily. Remember, if you lock yourself out, you might need to use it yourself to get in.
- The keysafe is no use if the keys aren't returned to it after use. You would be surprised how easy this is to do.
- If you have any other questions or concerns, please just ask the House Manager or General Manager.