

Athene Associates Ltd- Key Management Procedure

All keys held by us will be kept secure in a locked cabinet within our office, will be kept separate from property information and will be labelled using a coding system. Details of key codes will be stored securely in digital format and can only be accessed by authorised staff members. The key code database will be regularly backed up to ensure that information can be recovered in the event of a system failure.

We will maintain detailed records of the use of keys by staff and authorised third parties including the date the keys are uplifted from the office, who they are issued to and when they are returned. When keys are not returned within one week we will carry out checks to ensure that they are still in the possession of the person who uplifted them and that they have a good reason to continue holding them.

We will take reasonable steps to ensure that while keys are out of the office they are not held alongside property information.

We will take reasonable steps to ensure keys are only given to suitably authorised people.

When accessing properties which are unoccupied or where the tenant is not present we will take all reasonable steps to ensure the property is left secure.

We will ensure that any staff members likely to be contacted in the event of an out of hours emergency have access to retained keys out of hours

Accessing Property

When access is required to properties which are tenanted we will give tenants reasonable notice of who will visit the property and the reason for this. We will make it clear to the tenant or occupier beforehand if a third party will visit the property unaccompanied by the agent.

We will give the tenant or occupier at least 24 hours' notice (48 hours' notice for tenants on Private Residential Tenancies) of our intention to access the property unless the situation is urgent.

We will ensure that the tenant is present when the property is accessed and visit at reasonable times of the day unless otherwise agreed with the tenant.

We will only use retained keys to enter the property without the prior agreement of the tenant in an emergency. Emergency situations are those where: -

- there is a serious and imminent risk to health and safety; and/or
- there is a serious and imminent risk to the structure of the building; and/or
- there is a serious and imminent risk to the security of the property.



Any contractors likely to be contacted directly by tenants or occupiers in the event of an emergency will be provided with out of hours contact details for members of the agent's staff to ensure that they can consult them in the event of any queries pertaining to the emergency.

If the tenant refuses access, we, the landlord or any third party must not enter the property using retained keys without a warrant, except in an emergency.

Athene Associates 21.06.20