

# Asset Management Keys and Window Locks Policy

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<b>Related policies and documents</b>	Establish and Maintain a Tenancy, Additional Tenant Charges, Responsive Maintenance, Planned Maintenance		

## Scope

This policy applies to all staff, contractors, applicants, tenants, and key stakeholders of Amélie Housing. This policy applies to leasehold and capital properties for the Amélie Housing portfolio.

## Policy Statement

This policy sets out how Amélie Housing responds to windows requiring key locks, according to legislation and the Residential Tenancies Act 2010.

## Compliance

This policy assists Amélie Housing in complying with:

Compliance Document	Section/Number	Area
National Community Housing Standards	1.2	Establish and maintaining tenancies
	2.2	Asset Management – Responsive maintenance and repairs
National Regulatory Code Evidence Guidelines	1g	Tenant and Housing Services – Maintain satisfaction with housing services
	2b	Housing Assets – setting and meeting property condition standards Housing Assets – planning and undertaking responsive maintenance

## Keys and Window Locks Policy

As part of our commitment to safe housing, all windows above the ground floor that could be accessible to children will have safety locks installed.

To meet standards and requirements, safety locks or key window locks will be installed if:

- The internal floor below the window is above the outside surface by 2meteres or more and
- The window's lowest part is less than 1.7m above the floor inside the property

All safety locks and devices fitted will:

- Be child-safe and child-proof
- Be fit for purpose
- Be installed by an appropriately qualified tradesperson
- Will reduce and maintain the window opening to 12.5centimetres

## Complaints and Appeals

If a tenant is not satisfied with a service provided by Amélie Housing or does not agree with its decision, they can ask for a formal review. To do this, the tenant can complete a **review of the decision** form.

Details on how to make a complaint, provide feedback or lodge an appeal are found in Amélie Housing Complaints and Appeals policy.

### **Additional information for NSW tenants:**

If a tenant is unhappy with the outcome of an appeal to Amélie Housing, they can appeal Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by Community Housing organisations and Housing NSW staff. For information on the Housing Appeals Committee, call 1800 629 794 or go to [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au).