

# Royal City Housing Co-operative Inc.

## Key Control Policy

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The purpose of this policy is to ensure the safety of the Co-op by specifying the assignment and entitlement of keys for Royal City Housing Co-operative.

### Section 1: Member Keys

1.01 All keys and fobs are the property of the Co-operative. Members will be issued keys and fobs upon signing an Occupancy Agreement, and fulfilling all obligations required of a member to begin occupancy of a unit. Upon move out, all keys - including those provided by the Co-op and those copied by the member/household, and all fobs must be returned to the Co-op Office, or a person designated by the Board of Directors to receive the keys/fobs.

1.02 New members, and Members who internally transfer to a new unit, will be required to sign a Key & Fob Acknowledgment form when signing their Occupancy Agreement.

1.03 All households will be provided with the following keys/fobs:

- Common Area Key Fob - one per Co-op Member
- Garage Key Fob - one per eligible person with a registered vehicle and an assigned/paid garage parking space
- Unit key - two per household
- Mailbox key - one per household

Members can make additional copies of their mailbox and unit keys, at their own cost, or request additional copies from the Co-op for an additional cost (see section 1.09). Members must advise the Co-op of when they have made key copies, which keys, and how many.

1.04 Lost and/or otherwise misplaced key fobs must be reported to the Co-op Office within twenty-four (24) hours, so the fobs can be deactivated. If the fob is located, but a replacement fob has already been provided, the deactivated fob will not be reactivated.

1.05 Common Area Key Fobs will be provided to Members of the Co-op. Upon written request from the Member, and for an additional cost (see section 1.09), fobs can be provided to Long Term Guests and members of the household 16 years and over. Board approval is required and will be assessed on a case-by-case basis.

Households will be given a maximum of one fob per eligible person in their household. Fobs cannot be given or lent to persons who do not live within the Members household.

In the event a member believes they need an additional fob above what is permitted in this policy, a written request must be submitted to the Co-op Office, and will be assessed on a case-by-case basis. Additional costs will apply (see section 1.09).

1.06 Garage Key Fobs will only be provided to Members with a vehicle registered with the Co-op Office and an assigned/paid parking space within the Co-op parking garage. Upon written request, and for an additional cost (see section 1.09), fobs can be provided to Long Term Guests and members of the household 16 years and over, who have a vehicle registered with the Co-op Office and an assigned/paid parking space within the Co-op parking garage. Board approval is required and will be assessed on a case-by-case basis.

Households will be given a maximum of one fob per eligible person in their household. Fobs cannot be given or lent to persons who do not live within the Members household.

1.07 Additional key copies, fobs, and lock changes can only be requested by a Co-op Member. Lock changes will only be provided at no cost when the lock has stopped working due to normal wear and tear.

1.08 All assigned key fobs are subject to an annual audit. During this audit, members must verify and demonstrate possession of the full number of fobs issued to them. Failure to satisfy this clause could result in any fobs associated with the member's unit being deactivated.

1.09 Costs to Members for additional keys, fobs and/or lock changes will be as follows:

- Mailbox/Unit key copy - \$10.00 per key
- Unit door lock change - \$50.00 per lock
- Mailbox lock change - \$20.00 per lock
- Additional/Replacement Common Area Key Fob - \$25.00 per fob
- Additional/Replacement Garage Key Fob - \$50.00 per fob

For extenuating circumstances, the cost for additional and/or replacement keys, fobs, or lock changes, can be waived or reduced with approval of the Board of Directors.

The cost to replace a key fob will be waived if the fob is defective, and has been returned to the Co-op Office.

## **Section 2: Key Assignment for Office Staff and Board Members**

2.1 Co-op Management staff will have a full set of property keys/fobs per staff member, with access to all areas of the property including utility areas, common areas, member units, and all files for the property.

2.2 Co-op maintenance and cleaning staff will be provided a key/fob to all areas of the property for which they need access, within the scope of their work.

2.3 No Board of Director will have access to Member unit keys, unless special and specific, documented access, has been authorized.

- A carried written motion must be made prior to a Board member accessing the keys. The motion must state the Board Member(s) accessing the key(s), the date of access and return, and the reason.

2.7 The Co-op Management staff will be responsible for ensuring the proper and secure storage of all property and unit keys.

Passed by the Board of Directors on November 25, 2025