

LOCKS AND KEYS

At sign up you will be given a full set of keys. You may get spare keys cut at your expense for any other household members though they must be returned to Alliance Housing when your tenancy ends.

If you lose your keys, you will need to change the locks at your expense with a similar quality lockset/deadlock and by a suitably qualified locksmith. A set of keys for the new locks must be provided to Alliance Housing within 2 working days.

If you have locked yourself out during Office hours please contact your Tenancy Officer at the office as you may be able to borrow our office set of keys. If the keys are available, you will be required to collect and return them within office hours on the same day, no exceptions.

If you have accidentally locked yourself out when our Office is closed, you will be required to contact a Locksmith to provide an after hours service - you will be responsible for all the costs involved.

You must not change the locks for the property without our consent or you will be in breach of the Residential Tenancies Act unless the circumstances come under the Domestic & Family Violence legislation.