

Tenant Lockboxes

Fact Sheet

Lockboxes: What You Need to Know

A lockbox is a small, secure container used to store items, usually a key, for a house or unit. It allows access to a property without the need to physically hand over a key. There are a range of reasons Housing Trust tenants may wish to have a lockbox installed at their home, including:

- Easy access for emergency services
- Entry for support workers or carers
- A backup option if you get locked out

Please note that all costs associated with installing a lockbox will be at your expense.

Installing a Lockbox

The process to have a lock box permanently installed at your home is as follows:

- Complete a *Tenant Funded Alteration Form*, which can be posted or emailed to you by calling 02 4254 1166
- Housing Trust will respond in writing within one month
- To ensure installation does not cause damage to your home which will be rectified at your cost please use licensed contractors with public liability insurance. Housing Trust can provide a list of preferred contractors.
- At the end of your tenancy the lockbox will need to be removed at your expense, unless other arrangements are agreed with Housing Trust

Should you prefer a temporary option, lockboxes are available at hardware stores that can be looped through the grill of a security screen door. These do not require approval.

Registering with NSW Ambulance

If you live alone or have health concerns, you may choose to register your lockbox details with the NSW Ambulance Service. This allows paramedics to access your home in an emergency.

- To register, call the Illawarra and Southern Sector Office on (02) 4827 0400 or email Ambulance GeneralEnquiry@health.nsw.gov.au and provide:
- Your full name
- Your address, including unit number
- Your contact phone number
- The nearest cross street to your home
- Any alarm code for your property (if applicable)
- Contact number for your personal medical alarm (if applicable)
- Lockbox location and PIN

This information is securely stored in the 000 system and will automatically appear when emergency services are dispatched to your address. Please note you will need to renew your details annually.

You may also choose to notify Housing Trust that you have registered your lockbox with NSW Ambulance. Housing Trust does not respond to medical emergencies, however this information may be helpful in the future (for example, at end of tenancy).

Tips for Safe Use

- Use a high-quality, weatherproof lockbox
- Have it fitted securely and discreetly
- Share the PIN only with trusted people or services
- Keep the information up to date with emergency services and Housing Trust

Please note: Tenants are responsible for the ongoing maintenance of their lockboxes. Housing Trust is not liable for any misuse or illegal activity involving a lockbox.

How do I find out more information?

You can contact Housing Trust on (02) 4254 1166 or email us at info@housingtrust.org.au

Our office hours are Monday – Friday 9:00am to 5:00pm.