

## 5.11 SECURITY

### 5.11.1 Introduction

The Corporation is responsible for the safety and security of its staff and residents. The Corporation's responsibilities, to this end, are outlined and referred to in numerous legislative documents including, but not restricted to, the Occupational Health & Safety Act, the Tenant Protection Act, the Fire Code, local by-laws and various regulations pertaining to specific components of the properties. The Corporation has developed policies and procedures to ensure all responsibilities are addressed as required.

The Corporation maintains the security of its sites utilizing a number of measures. These measures include key control, security cameras and monitors as well as the office security system.

### 5.11.2 Key Control

Key control is a vital component of the Corporation's security procedures. Improper or negligent use of keys has a direct impact on the security of residents' homes and Corporation property and equipment. Key control will diminish the chances of theft and other security problems.

#### 5.11.3.1 Key Issuance - Residential Units

Residents receive keys for their premises when they take possession of their unit and have completed a move-in unit inspection with staff. Residents may be issued restricted keys, that is, keys that residents cannot have duplicated. Residential keys are issued to lessees and occupants as noted on the lease agreement only. The only exception for the issuance of a key shall be to a person acting as a Power of Attorney for a resident residing in an apartment building. Proof of Power of Attorney status is required, at Head Office, in the form of a copy of the appropriate documents. Site staff are then authorized, by Housing Operations staff, to issue an additional restricted building entry key. (See 5.11.2.2 b) ii)

Residents taking possession of a townhouse unit will receive a different set of keys than those taking possession of an apartment unit. The following sections, Townhouses and Apartments, set out the keys pertaining to each circumstance and the requirements for obtaining same.

#### Townhouses

Residents must show proof of having the utility accounts, hydro and natural gas (where applicable), in their own name prior to receiving keys. They must also show a rent

receipt indicating rent has been paid in full. Such proof is presented to the staff person who is conducting the move-in inspection on the day the resident takes possession of their unit. All keys received by a resident are noted on the move-in inspection form and signed for by a resident who has also signed the lease agreement for that particular unit.

Residents receive keys for the unit entry doors and the garage (where applicable). Unit keys are issued to persons who have signed the lease, to a maximum of two. One key is issued for a garage. Should the resident require additional keys they can have duplicates made, at their own expense.

Townhouse occupants may also require mailbox, mail room and/or common laundry room keys. As required, one of each of these keys will be issued to a unit. Residents must not duplicate mail room nor common laundry room keys.

### Apartments

Residents must show a rent receipt indicating rent has been paid in full. This receipt is shown to the staff person who is conducting the move-in inspection on the day the resident takes possession of their unit. As with townhouses, all keys issued shall be noted on the move-in inspection form and signed for by a resident who has also signed the lease agreement for that particular unit.

Residents receive keys for the building entry and unit entry doors. They also receive mailbox, common laundry room and underground parking facility keys where required. At some sites, the underground parking facility is accessed by key card. Key cards are controlled in the same manner as regular keys.

Building entry doors, including underground parking facilities, are opened by restricted keys which must not be duplicated by residents. The number of restricted building keys issued will equal the number of persons who have signed the lease agreement and any children determined to be of an age and level of responsibility that are appropriate. Such keys will not be issued to any person less than twelve years of age as Childrens' Aid Society guidelines state persons under the age of 12 should not be left unsupervised at any time. The number of underground parking facility keys issued will equal the number of parking spaces assigned to a particular unit.

Unit keys are issued to persons who have signed the lease, to a maximum of two. One mailbox and one common laundry room key shall be issued where required. Residents can duplicate unit entry and mailbox keys if additional keys are required. Residents must not duplicate common laundry room keys.

## 5.11.2.2 Key Issuance - Additional Keys

### a) Lost or Stolen Keys

#### i Restricted Key(s):

There is a replacement cost, as set by the Corporation from time to time, per restricted (Multi-Lock or Medico) key. The resident must make payment at Head Office. Housing Operations staff will advise site staff of payment and authorize a restricted key be issued. The resident must present their receipt to site staff in order to pick up a replacement key.

#### ii Non-Restricted Key(s):

Non-restricted keys, such as unit entry and mailbox keys, may be obtained from site staff for duplication by the resident. The original(s) must be returned to site staff or the resident will be charged for the rekeying of the appropriate lock(s).

### b) Other

#### i Additions to Lease

**Restricted Keys:** There is no cost when a resident has someone added to their lease and requires an additional restricted key. These may be obtained from site staff with confirmation from Head Office of an addition to the lease. The issuance of an additional restricted key must be noted on the original move-in inspection form, which is retained on site, dated and initialled by the person receiving the key.

**Non-Restricted Keys:** Residents can duplicate additional non-restricted keys from their own copy.

#### ii Power of Attorney

**Restricted Keys:** There is no cost when a resident has a Power of Attorney and requires an additional restricted key for their use. These may be obtained from site staff with confirmation from Head Office of receipt of Power of Attorney documentation. The issuance of an additional restricted key must be noted on the original move-in inspection form, which is retained on site, dated and initialled by the person receiving the key.

Non-Restricted Keys: Residents can duplicate additional non-restricted keys from their own copy.

iii Children

Restricted Keys: The Corporation does not issue restricted keys for the use of individuals under the age of twelve (12). Parents are responsible for making alternate arrangements for admittance to buildings for their children.

Non-Restricted Keys: Residents can duplicate additional non-restricted keys from their own copy.

5.11.2.3 Site Keys

All site staff, superintendents, relief superintendents and security superintendents, are issued a set(s) of keys on the first day of employment. These sets of keys contain master keys for service rooms, storage rooms, common areas and residential units and also contain keys for elevators and equipment, where applicable, cabinets, etc.

Site keys are to be under the control of authorized personnel only. Improper use or loss of keys may result in the necessity to rekey locks, which costs may be charged to the person(s) responsible, and/or disciplinary action being taken. Site staff sign an acknowledgement of receipt of keys. This acknowledgement is kept in the person's personnel file for the duration of their employment.

Upon resignation or termination of employment all keys must be returned to the Corporation. It is the appropriate property manager's responsibility to ensure this is done. Notification of such an event is forwarded to the Corporation's locksmith contractors.

Authorization for the duplication of master keys comes from the Manager, Housing Operations or the appropriate property manager, in the Manager's absence, only. Corporation locksmith contractors are advised of this in writing.

Additional site keys are kept at Head Office locked in a cabinet in the Fire Safe room. Authorized personnel, that is, Housing Operations staff and Division Managers, may sign out specific keys if required. Keys must be signed in and out in a key log which is maintained in Housing Operations.

The Manager, Housing Operations and the property managers also carry site keys that pertain to their particular sites. These keys are also signed out in the key log which is

maintained in Housing Operations.

#### 5.11.2.4 Office Keys

Control of the Corporation office keys is the responsibility of the Manager, Housing Operations. Employees and the commercial tenant(s) sign a key log acknowledging receipt of keys. The Executive Assistant maintains the key log for each staff person and for the commercial tenant(s) which is maintained for the duration of their employment and/or commercial tenancy. The Executive Assistant is responsible for the recovery of keys upon termination of employment or termination of the commercial tenancy.

The Management Team, comprised of the General Manager, the Managers of Housing Operations and Tenant Services and the property managers, and the commercial tenant(s), at the discretion of the Corporation, each are issued a key (AB4) which will allow them access through the residential building and into the office. These staff persons park in the underground parking garage and require access to the office during evening and weekend hours. The ability to enter the office directly from the underground parking area, through the residential component of the building, decreases their exposure to risk by avoiding being out of doors after sunset or when there is little pedestrian or vehicular traffic about the property. All other staff and commercial tenants using the underground parking facilities are issued a key that accesses the garage only.