

Procedure for Issuing fob keys

The following list of people will be entitled to own a fob key:

Tenants/Family
Staff of the Co-op
Regular contractors
Council & Brent Officials
District Nurse
Social Services
Meals on Wheels
Home Helps
Official Carers
Support Workers
Veolia

NB: "Family" is a permanent member of the household. A fob will not be issued to any person who is not a member of the household (Tenant means a secure tenant / leaseholder or those on a fixed term tenancy).

A fob will only be issued free of charge for the following reasons:

1. A new tenant is moving into a property
2. A new regular contractor has been appointed to the Co-op
3. A new staff member of Co-op
4. A staff member has lost their fob or it becomes faulty
5. A tenant's child/children have reached the age of 11 (with written parental consent a fob will be issued)
6. A fob has been stolen (A police crime reference number (CAD) must be given as evidence)

A fob key will be issued with payment when:

1. A tenant has lost the original fob key and requires a replacement
2. A tenant has broken the fob and requires a replacement
3. A contractor has lost the original fob key and requires a replacement
4. A contractor has broken the fob key and requires a replacement
5. A tenant/contractor requires additional fobs
6. A tenant of a leasehold dwelling requests a fob (A letter from the leaseholder is required or a copy of the tenancy agreement (less than 6 months old))

A fee of £26.00 is payable for a key fob

The Co-op reserves the right to refuse the issue of a fob if a valid reason is not given

Lost, broken or stolen fob keys must be deleted as soon as possible. All information must be recorded within the fob audit folder.

Lost fobs must be decoded immediately or within 24 hours.

When a new fob is issued, a receipt must be given to the person receiving the fob and the fob must be signed for, whether or not a payment is required, and details must be held on file for the Co-op records.

Fob keys must only be issued to the tenant/resident/contractor with a valid photo ID, and a copy ID should be held on file.

A fob key is the holder's responsibility.