
Keys – additional or replacement keys

For **rented property**, Hanover is responsible for providing you with a functioning lock and a minimum of two keys for your property.

For **leasehold property**, Hanover has no responsibility for the lock or the keys.

Hanover properties have locks which are either:

- individual locks, or
- part of a master–key suite

Individual locks:

If you have an individual lock and key system, Hanover will not hold any details of your lock or key. If you need additional or replacement keys you will need to arrange for these to be cut yourself. Most locksmiths will be able to cut keys for individual locks as long as you have a working key to use as a guide.

If you have lost all your keys and there is no spare key available from your key holder, you may need to call a locksmith to change the lock. Your Estate Manager or Hanover on Call may be able to

assist you to contact a locksmith to arrange for the work to be carried out. In exceptional circumstances, Hanover may be able to carry out this work but you will be recharged for the cost of doing it.

If you have been a victim of a crime i.e. your keys have been stolen, there may be a security issue, particularly if your keys can be identified to your property. You should contact the police urgently and also advise your Estate Manager or Hanover on Call. If you have no other way to gain access, Hanover on Call may be able to assist you to gain access to your property. You will not be charged for this work if you are a victim of a crime, have reported this to the police and obtained a crime reference number.

Master Key Suite system

Many of Hanover's properties are have locks which are part of a **master key suite system**.

A master key suite allows each lock to have its own individual key which will not operate any other lock; however, each lock also forms part of a larger set allowing them to be operated by a single key – the master key, which is held securely by the Estate Manager.

You will always need to contact your Estate Manager or Housing Manager to obtain additional keys.

The Estate Manager/Housing Manager will provide you with a consent letter giving details of the original key provider and the key identity code to enable you to go to a professional locksmith (not just a shop where keys can be cut) and arrange for a new key to be supplied. It is highly unlikely that a locksmith will be able to cut the key on the spot. It will be easier to arrange if you take a key with you. Often it will take 3 or 4 days for details to be confirmed and the key to be cut. The cost may be significant and the resident is liable for all costs.

If you have locked yourself out

If your Estate Manager is on site at the time he/she may be able to help you get into your property by using the master key but the Estate Manager does not hold any spare keys to your property. You may need to contact your key holder if the Estate Manager is not available or call a locksmith yourself to get back into the property.

If a suited key is lost

There may be serious security implications for you as an individual or for the estate as a whole. It is essential that you contact your Estate Manager or advise Hanover on Call without delay.

It may be necessary for Hanover to call out a locksmith to replace the lock. In certain circumstances all locks on the estate may need to be changed.

You will not be charged for this work if you are a victim of a crime, have reported this to the police and obtained a crime reference number.

Key fobs



Some estates have key fobs instead of standard keys. If you lose your fob please contact your estate manager without delay to enable the fob to be deactivated. Replacement key fobs usually cost around £10 – £15.