

## POLICIES & PROCEDURES OF THE NORTHERN GEELONG RENTAL HOUSING CO-OPERATIVE LTD

### **Policy Number: 27**

### **Security**

Version No. 03

Established: 2008

Present Version Passed: 13/12/2022

Next Scheduled Review: 2024

### **PURPOSE**

The Northern Geelong Rental Housing Co-operative Ltd (NGRHC) recognises the responsibilities and importance of ensuring the security of all renter-members, staff, contractors, and properties, owned, rented and managed.

The purpose of this policy is to:

- Identify areas within NGRHC where security is required.
- Determine the appropriate processes for implementing security.

### **RELEVANT CO-OPERATIVE OBJECTIVES**

Housing Registrar Performance Standards for Registered Housing Providers

### **SCOPE**

- Risk Management
- Office Security
- Security of renter-members

### **POLICY STATEMENT**

The Northern Geelong Rental Housing Co-operative (NGRHC) recognises the need to maintain appropriate levels of security for renter-members, staff, and property.

#### **SECURITY GUIDELINES**

- All staff, renter-members and volunteers shall be as far as possible protected from harm.
- All property held within the Co-operative's office premises shall be protected by appropriate levels of security.
- All properties managed or owned by NGRHC shall meet the requirements of the Residential Tenancies Act.
- Security-based maintenance issues shall be responded to in a manner appropriate to their urgency.
- All security procedures shall be reviewed regularly to ensure appropriate security is being employed.

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### RISK MANAGEMENT

As a part of the NGRHC's Risk Management Plan, the Co-operative shall undertake six monthly evaluations of risk assessment with regard to the security of renter-members, staff and managed, rented or owned properties.

Where evaluation determines that policy or practice changes should be made, approval for such changes shall be obtained by Committee of Management (CoM) prior to implementation.

### OFFICE SECURITY

The NGRHC office is to be monitored by a recognised local security firm. The security system should be armed as staff depart for the day.

Keys and security codes to the Co-operative office shall be distributed to all permanent members of staff. All recipients of office keys shall be recorded in their staff file.

NGRHC staff must ensure that they adhere to the Occupational Health and Safety (OH&S) guidelines at all times.

Staff are reminded that they are responsible for their own safety by keeping security doors and side gate locked while working alone at the NGRHC office.

### SECURITY OF RENTER-MEMBERS

NGRHC will ensure that:

- All external doors and windows of Co-operative properties shall be secured to at least the minimum standards of the Residential Tenancies Act 1997.
- Security of renter-members households shall be evaluated as part of the regular property inspections. All non-secure external doorways and windows shall be recorded and rectified accordingly
- Where a renter-member believes their residence is not secure, they should notify the Staff, who shall take appropriate action
- A spare key is kept in the office for each house. The keys are number coded and kept in a secure safe. A register is kept of keys being taken out of the office, by who and when they were returned.

If a renter-member or a recognised person residing within a renter-member's property shows good reason to feel physically threatened, they may apply for additional security features at the property.

### SECURITY PROCEDURE

In the event of a security incident:

- Renter-members must inform staff as soon as practicable.
- NGRHC staff must inform the manager immediately (incidents involving the manager will be taken directly to the CoM).
- Staff/manager will refer all matters to the next available CoM meeting.
- The Committee of Management will act and respond accordingly.
- In the case of suspected serious criminal matters, staff shall inform the relevant authorities (police).
- Reportable incidents will be recorded and reported appropriately.

## **POLICIES & PROCEDURES OF THE NORTHERN GEELONG RENTAL HOUSING CO-OPERATIVE LTD**

### ***RELATED DOCUMENTS***

NGRHC Code of Conduct  
NGRHC Privacy and information sharing  
NGRHC Occupational Health and Safety Policy  
NGRHC Risk Management Policy

### ***LEGISLATION AND STANDARDS***

Residential Tenancies Act 1997  
Occupational Health and Safety Act 2017  
<https://www.worksafe.vic.gov.au/>  
WorkSafe compliance codes and code of practice  
<https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>  
Residential Tenancies Amendment Regulation 2021  
<https://www.legislation.vic.gov.au/as-made/statutory-rules/residential-tenancies-amendment-regulations-2021>  
Residential Tenancies Act 1997  
<https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/098>

### ***TRANSPARENCY AND ACCESSIBILITY***

This policy is available on the NGRHC website: [www.ngrhc.org.au](http://www.ngrhc.org.au)