Entry fob & assa keys procedure

Procedure on the process for entry fob & assa key orders

Version no:	2.1
Effective Date:	May 2019
Last updated:	May 2019
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CONTENTS

1   OVERVIEW PROCESS MAP

2 INTRODUCTION

2.1 Scope

This describes the procedure for application, payment, and delivery of additional or replacement communal access entry fob and assa keys to Southwark Council residents.

2.2 Overview

Aims and objectives of the procedure

- To ensure staff are aware of the process when dealing with entry fob and

  assa key requests

- To outline the online process for applications and payments for keys and fobs

2.3 Who should read this procedure?

- Area Managers
- Resident Services Managers
- Resident Services Officers
- Engineering Services Managers
- Engineering Services Officers
- Accommodation and Supported Housing Managers
- Accommodation and Supported Housing Officers
- Repairs Officers
- Customer Services Managers
- Customer Services Officers
- Customer Resolution Managers
- Customer Resolution Officers

2.4 Roles and responsibilities

- Customer Resolution Officers (Business Support) are responsible for validating a resident's proof of identification, and raising works orders in iWorld.
- Engineering contractors are responsible for procuring and delivering keys to the resident.

3   PROCEDURE

3.1   Process

Applications and payments for keys and fobs are now processed online only; keys and fobs are delivered by the contractor to the customer address.

3.2   Customer application & payment

- All customer (tenant or leaseholder) requests for additional or replacement communal access fobs and keys are made by submitting an eform: https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=1414.

- Keys and fobs may only be ordered by, or with the permission of, the council tenant or leaseholder. A maximum of four keys or fobs can be ordered in a single transaction.

- The customer enters the following details on the eform:
    o Request type (faulty key/new key request)
    o Tenant/leaseholder name, address & contact details
    o Tenant/leaseholder pay/service charge ref and date of birth
    o Keyholder details (if different from tenant/leaseholder)
    o Order details

- For identity authentication purposes, tenants must enter their rent account number and date of birth on the form; leaseholders must enter their date of birth and service charge account number. The customer address is validated by delivery of the keys/fobs to the tenancy/leasehold address.

- Replacements for faulty keys or fobs may be ordered free of charge. Standard charges (reviewed annually) apply for requests for additional assa keys or entry fobs.

- Payment is made by the customer on the same eform with Visa or MasterCard credit or debit cards only.

- Payment is processed and the eform is sent in pdf format to repairs@southwark.gov.uk inbox.

- The customer receives email confirmation that the application and payment has been received.

3.3   Delivery of replacement keys

- If the request is for a replacement key or fob, the repairs support officer will raise the order in iWorld, including customer contact details. The contractor will receive the job and contact the customer to arrange a visit at the property to exchange keys/fobs.

3.4 Delivery of new keys

- If the request is for new keys or fobs, the repairs support officer will verify the customer details by matching the registered tenant or leaseholder name, account ref and date of birth against the iWorld database. If the details do not match, the officer will contact the tenant/leaseholder to clarify.

- If verification checks are successful, the repairs support officer will raise the works order in iWorld.

- The contractor will then receive the job, programme or cut the key(s) and hand-deliver the key/fob through the letter box of the registered council tenant or leaseholder.

- Customers should receive new keys/fobs between two and three weeks after submitting the application.

3.5 Customer queries

- Any queries from the customer about their application will be directed to repairs@southwark.gov.uk inbox. If the query relates to key delivery (timings, key not delivered etc) the repairs support officer will check iWorld for any contractor updates prior to escalating to engineering services. Where keys / fobs have not been delivered and no explanation provided on iWorld by the contractor, then the officer will escalate to engineeringservices@southwark.gov.uk.

3.6 Customer support

- Customers needing support or advice on using online services should be signposted to *MySouthwark* Service Points.

3.7 Customer refunds

- If customers require a refund, Customer Resolution officer should follow the local process for refunds.

3.8 Internal charging

- Payments will be charged to the service point manager cost code, with a twice yearly journal from the cost centre into the engineering services door entry contract.