

Key Holder & Access Agreement

Between [Your business name] ("the Operator") and [Client name] ("the Owner")

1. PROPERTY AND PARTIES

Property address: _____

Owner: _____ Phone: _____

Operator: _____ Phone: _____

Agreement start date: _____

2. ACCESS HANDED OVER

Physical keys - number: _____ for: _____

Fobs / gate remotes - number: _____ Coded key ID: _____

Secure access-record reference (no codes here): _____

Alarm access arranged securely: Yes / No _____

App / smart-lock access arranged: Yes / No _____

Community / gate access arranged: Yes / No _____

The Operator confirms receipt of the listed items. Store entry codes separately in an access-controlled record; do not write them on this agreement.

3. WHO MAY HOLD AND USE IT

Access is held only by the individuals named here. Access is not transferred, copied, duplicated or shared with anyone not named without the Owner's prior written consent.

Authorised individual: _____ Role: _____

Authorised individual: _____ Role: _____

4. PERMITTED USE

Access may be used only to (a) perform the scheduled visits agreed in the service agreement, (b) perform additional services the Owner has approved, and (c) coordinate a response under the agreed emergency instructions, only when safe and within the agreed service scope. The Owner is notified promptly; there is no obligation to enter an unsafe property. Access is used for no other purpose, and the property is not entered for personal reasons at any time.

5. STORAGE AND SECURITY

Keys and codes are stored securely and are not labelled with the property address; a coded identifier is used instead. Keys are not left in vehicles overnight. Digital codes are stored in an access-controlled system, not in plain notes or unsecured messages. Codes are not sent by unencrypted text or email.

6. THIRD-PARTY ENTRY

The Operator **may / may not** admit contractors and vendors.

Prior approval required each time? **Yes / No** Operator must remain present? **Yes / No**

Where the Operator admits a third party, a record is kept of who entered, when, why, and who authorised it, and it is reported to the Owner.

Standing approvals (named vendors): _____

7. ALARM AND MONITORING

Alarm company: _____ Account or CS number: _____

Operator listed as an authorised contact? **Yes / No**

On alarm activation, notify first: _____

8. LOSS, COMPROMISE AND REKEYING

The Operator reports any lost, stolen or possibly compromised key or code to the Owner without delay and in any case within 24 hours. Where rekeying or code changes are needed as a result of the Operator's loss, the cost is borne by **the Operator / the Owner / shared as agreed below**.

Agreed arrangement: _____

9. INSURANCE

General liability carrier: _____ Limits: _____

Care, custody & control coverage: **Yes / No** Limit: _____

Dishonesty / fidelity bond: **Yes / No** Amount: _____

A certificate of insurance is provided on request; the policy determines coverage.

10. RETURN AND TERMINATION

Either party may end this agreement with _____ days' written notice. On termination, or at the Owner's request at any time, all keys, fobs and remotes are returned within _____ days. Authorization to enter ends immediately unless otherwise agreed in writing; digital access is revoked promptly. The Owner is advised to change alarm codes and smart-lock credentials on termination as a matter of routine, regardless of the reason.

Items returned on: _____ Received by: _____

11. SIGNATURES

Owner: _____ Date: _____

Operator: _____ Date: _____

BEFORE USING THIS AGREEMENT

This is a starting point, not legal advice. Key-holding, alarm registration and liability rules vary by state and by insurer, and the value of the property involved is usually large. Have a lawyer in your state read it before you use it, and check it against what your own policy actually covers.