

Kew Riverside Policy for Key Holding

There is provision for key holding at Kew Riverside however this service is limited to short-term and emergency (empty property) key holding only.

All keyholding is subject to the Managing Agent's T&C's as included within the Managing Agent's resident registration form.

All key sets to be collected and returned within 24 hr period as required other for empty property key holding.

There is long term key holding available via Key Nest in Kew - see link <https://secure.keynest.com/location=kew%2520riverside%2520Richmond%2520>

Individual key safes are not permitted to be installed inside any block or anywhere on the Managers Land.

The Managing Agent will only hold 1 set of keys including fobs at any one time and owners and residents need to agree to the POD key holding policies.

The property owner must email kewriverside@podmanagement.co.uk to give permission for key release including the date and name of the person. This should be done 24 hours in advance where possible. If permission is not received in writing, then keys will not be released to ensure the safety and security of the properties and the estate.

If your property is empty but alarmed your specific details need to be provided to the Managing Agent.

It is recommended all key sets are air tagged.

Permitted Key holding

Short term (24 hours) for all service contractors

Empty properties for emergencies only (if property recorded as empty Apex services will be suspended)

Not permitted

Estate Agent key holding associated with either sales or rentals of properties (they are bound by a code of conduct which is explicit about key holding and viewings – as per Property Ombudsman guidelines)

Any Agent (acting as Property Manager) key holding associated with managing rental properties (they are bound by a code of conduct which is explicit about key holding and access – as per ARLA, ARMA guidelines)

Any AST tenancy handover coordination - Landlord needs to coordinate incoming and exiting tenants as necessary on the relevant days

Any long-term key holding for occupied properties
Any holiday short-term letting key holding (breach of lease)
Any private arrangements for regular key holding for nurses, cleaners etc need to be agreed between the owner and the service provider.

The above list is not exhaustive and other restrictions may be considered at the discretion of the Managing Agent.