# Detailed Reference Guide 20: Rental provider must provide a free set of keys for each renter

This reform starts on 29 March 2021.

## New requirements

The rental provider must provide, free of charge, a set of keys or another security device to each renter who signed the rental agreement. If both a key and device are required to enable the renter to access and enjoy the rented property, the rental provider must provide both free of charge.

If the renter requests an additional key or device, the rental provider may charge a reasonable fee before giving it to them.

This reform also applies to caravan parks and residential parks residents. An initial key or security device to enable vehicular access to the park, or both, must be provided free of charge.

If the resident or site tenant requests any additional or replacement key or device, they may incur a reasonable fee. All keys and devices are to be returned at the end of the residency or agreement.

## Previous requirements

Previously, the Act did not specify that each renter who signed the rental agreement was entitled to a free set of keys or device to access the property.

## Relevant legislation in the *Residential Tenancies Act 1997*

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| 54A | Residential rental provider to give key or security device to renters |
| 161 | Supply of key (caravan parks) |
| 206ZD | Supply of key (residential parks) |

Note: This was Reform 21 and 123 in the Fairer Safer Housing review.