# Fact Sheet 20: Rental provider must provide a free set of keys for each renter

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| This fact sheet is about changes to Victoria’s renting laws that have not happened yet. They will be in place from 29 March 2021.  For information on current laws, visit the [Renting section - Consumer Affairs Victoria website](https://www.consumer.vic.gov.au/renting) <consumer.vic.gov.au/renting>. |

The rental provider (landlord) must provide a free set of keys or another security device (for example, to access an apartment building’s car park) to each renter who signed the rental agreement.

If both a key and a security device are required to enable the renter to access the property, the rental provider must provide both for free for each renter.

If a renter requests an additional key or security device, the rental provider can charge a reasonable fee.