# 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.