

## **Keysafes: frequently asked questions**

### **What is a keysafe?**

A keysafe is a small strong metal box measuring approximately 5 by 3 inches which is fitted to the outside of your property, with a spare door key inside. The key can only be accessed by the use of a confidential code which can be reset at any time. A keysafe eliminates the need to leave keys under doormats or in other insecure places, or give out multiple sets of keys.

### **Why is a keysafe useful?**

Keysafes are useful for people who might forget or lose their keys, and for people who have regular visitors who may need to gain access to the property. This might include authorised visitors such as carers, meals on wheels staff, family members, or neighbours.

### **How do I get a keysafe? Are there eligibility criteria?**

No, there are no eligibility criteria, and anyone can get a keysafe. You can either complete our short online form at [www.hils-uk.org](http://www.hils-uk.org) or call us on 0330 2000 103 to place your order. The costs of getting a keysafe from HILS are as outlined on our website.

### **How soon can I get my keysafe installed?**

Once you have made your request online or via telephone, we will agree an appointment time and date to suit you. As you are buying a keysafe online or over the phone, you are entitled to a 14 day cancellation period. However, if you would like us to install your keysafe sooner than that, we can do so with your permission. Please note the cancellation period ends when the keysafe is installed. Please see our full terms and conditions for more information about this.

### **How secure is a keysafe?**

Keysafes are a discreet means of externally storing a spare key to a property, and are much more secure than handing out spare keys, or leaving a key unsecure and exposed under the mat, plant pot, rock or garden ornament. The C500 model keysafe is the only one in the UK to have undergone rigorous attack test and achieve a security rating equivalent to a domestic front door.

### **Where should my keysafe be installed?**

The keysafe will be installed on the outside of your property, and should be securely fixed to brick or concrete. We recommend that all keysafes are installed out of line of easy sight, to minimise the risk of attracting attention. We will install the keysafe in a position that you choose, and our installer will be happy to discuss your options with you. Ideally it should be in a position where you can access it easily and have enough light to see the buttons.

### **Does my keysafe have to be by my door?**

No. The keysafe does not require a power supply, nor does it operate the door, so it can be located anywhere. Example locations could include: inside meter boxes, bin bays, porches, or at the rear of the property.

## **Will the fitting of the keysafe cause any damage?**

Our key safes are professionally installed by a trained member of staff and are secured to your property by four screws into external brickwork or similar. Removal of the keysafe may require some superficial patching.

## **If I have a keysafe, will it affect my insurance?**

Each home insurance provider will have their own policy regarding the use of key safes. We recommend that customers consult their insurance provider if they are concerned, and switch if they believe they are being unreasonable. If you have either household or contents insurance we recommend that your insurer is notified that you are having a keysafe fitted. HILS uses high quality, secure key safes provided by Supra, as leading manufacturer of security products and so it is very unlikely that an insurer will object to their use.

## **How does the code work? Can I choose my own?**

There is no pre-set combination code in a new keysafe. You will need to choose your own code for the keysafe. Our installer will programme your chosen code in for you. We recommend you select a code that is between 5 and 7 digits, and avoid using common combinations based on your birth date. You may only use each number or letter once. You must ensure that you keep a copy of your code safe and only disclose your code to those who need to know. There is no override or reset code, and the only way to access a keysafe is via the original code. Please make sure that you read section 18.4 of the terms and conditions carefully, to ensure that you understand your responsibilities in relation to your keysafe code. We recommend that you share your chosen keysafe code with people that you trust, and any of your regular visitors who might need to gain access. This might include (for example): your care provider, your meals on wheels service, your family, your community alarm provider.

## **Could someone guess my keysafe code?**

In order for someone to guess your code, they would first need to know how many digits are in your code, and then they would have to go through every possible combination one at a time. This would be incredibly time consuming, as there are 1,024 possible combinations for the Original Keysafe, and there are 4,096 possible combinations for the C500 Keysafe.

## **What if someone who knows the code is no longer authorised to use the keysafe?**

You have control over your keysafe code. This means you can change your code yourself as little or as often as you like. If you would like to prevent someone from accessing your keysafe, you should change your code. Details of how to change your code can be found in the User Guide which is provided at your installation appointment, and you can also call our support team on 0330 2000 103 to talk through the process over the phone. If you would like us to change your code for you, we can attend for a £39 + VAT fee.

## **What do I do if my keysafe is not working?**

Key safes very rarely malfunction, as they are mechanical, and HILS offers a 12 month warranty (see section 6 of the terms and conditions). If your keysafe seems to be faulty, you should let HILS know immediately. Most faults or issues can be resolved over the telephone, or by following the instructions in the User Guide. If, however, an issue cannot be resolved over the phone a HILS representative may need to visit to determine whether it is faulty. If it is defective, HILS will replace it free of charge or issue you with a refund. Please see section 6 of the terms and conditions for full details.

*The information outlined above is for guidance purposes only and applies to key safes supplied and fitted by Health & Independent Living Support.*