



Keyholder Procedure

Who can be a keyholder?

Named members appointed by Starpic Project and the landlords can be keyholders.

It is vital that an accurate and up to date record of key holders and their contact details is maintained. In no circumstances should keys be given to anyone who is not an approved and trained keyholder.

Responsibilities of the keyholder

The keyholder is responsible for:

- all aspects of the building for the duration of the agreed period. When any third party is using the property, the keyholder will open the centre and stay in the building for the duration of the activity.
- ensure the building is left clean and tidy as it was found and that it is empty and secured before they leave, including the setting of all alarms. When setting alarms, it is vital that all the sensor contact points are closed.
- health and safety for the duration of the agreed period in line with the agreed times. The induction will cover what to do in an emergency or if there is an accident, etc.
- ensuring **Starpic Project** as the leaseholders are made aware of any issues or incidents which occur as soon as possible.
- attending initial induction and refresher every 2 years
- looking after the keys and ensuring that these are not passed onto any other person.
- reporting lost/stolen keys immediately to the **Starpic Project**
- if keys are lost/stolen while in the possession of a keyholder the named person on this agreement will be liable for the cost of lock change and any additional keys cut

Starpic Project reserves the right to withdraw keyholder status at any time.

The keyholder signing sheet must be completed before keys/access codes are released.

The signing sheet is attached.

Information on opening and closing the Centre

This will be specific to each centre and may include:

- Position of alarm panel/sensors and code
- Fire Evacuation procedure
- Location of fire panels and fire extinguishers
- How to reset fire panel after evacuation
- Emergency contacts
- Recording and reporting of incidents/ accidents (template online)
- Position of light switches
- Stop cocks, electric and gas
- Fuse box location
- Building map

The keyholder induction will cover all the above points.



As of 1st July 2023, The Scottish Fire and Rescue Service (SFRS) will NOT automatically respond to any Automated Fire Alarm signals generated from non-domestic non-sleeping premises. In all cases of activation of the fire alarm system the process of evacuation must take place.

If keyholder(s) are managing the building

- 1) The alarm sounds
- 2) The building is evacuated following the normal evacuation procedures
- 3) Keyholders check for fire or signs of fire. This should be done with a minimum of 2 people. **One person** stands by zone panel with a phone. The **second person**, also with a phone, will then need to check for fire or signs of fire (refer to SFRS video for guidance) :
<https://www.youtube.com/watch?v=vMRuI0M0VZc>
- 4) If there are signs of fire ring 999, give the address with postcode and await attendance. Keyholder gives relevant information to the fire service.
- 5) If there are no signs of fire and you are reassured the alarm is false you can reset the panel.

Notify **Starpic Project** as the leaseholders at the earliest opportunity that a false alarm has occurred so they can record.

Keyholder Signing Sheet – Must be signed before keys/access codes are released.

I/We agree to accept keys and hold responsibilities for **Starpic Project at Bingham Centre** on behalf of (name of group)

I/We as the **above named person** have completed the necessary PVG checks and take full responsibility to ensure these are updated as required by Disclosure Scotland.

I/We as the **above named person** take full responsibility for:

- all aspects of the building for the duration of the licence period
- will open the centre and stay in the building for the duration of any activity
- will ensure the building is left in a respectable manner
- secured including checking all the windows and doors are closed and alarm is set
- health and safety during the agreed period.
- ensuring Starpic Project are made aware of any issues or incidents which occur ASAP
- attending initial induction and refresher every 2 years
- looking after the keys and ensuring that these are not passed onto any other person.

I/We as the above named person have undertaken an induction in respect of procedures and duties required of me / us and have been provided with guidelines and information pertaining to:

- Position of alarm panel/sensors and code
- Fire Evacuation procedure
- Location of fire panels and fire extinguishers
- How to reset fire panel after fire alarm activation
- Emergency contacts



- Recording and reporting of incidents/ accidents
- Position of light switches
- Stop cocks, electric and gas
- Fuse box location
- Building map
- I have familiarised myself with procedures relating to SFRS policy on responding to alarms and know what action to take if the fire alarm is activated.

Starpic Project needs to collect your personal data to manage your role as a keyholder. We require a contact phone number and email address and we will need you to sign to confirm the keys have been returned when you cease to be a keyholder.

Starpic Project will only use your personal data for this purpose and for fulfilling any statutory duties placed upon it. We will hold your personal data in line with its obligations under data protection legislation.

Signed by: Date

(PRINT): Date

Email: Mobile:

If applicable keys returned:

Signed by: Date

Starpic Project (Keys Returned To):