

Strive for a Five

CONTRACT TEMPLATE E

Key, Access & Security Agreement

Australian edition

Checked October 2026

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Free to use — please read first

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Laws differ between states, territories and countries, they change over time, and every cleaning business and every client is different. A template can't know your situation.

Before you use, sign or send any of these documents, please have them reviewed by a qualified legal practitioner where you work. In Australia that's a solicitor or lawyer with a current practising certificate. Your state or territory law society can point you to one.

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Template E: Key, Access & Security Agreement

Template notice. This is a template only. It is not legal advice and may not suit your circumstances. Both parties are encouraged to get independent legal advice before signing.

When to use this: Alongside any cleaning agreement, so keys, codes and alarms are covered in writing. It protects the property owner and keeps the cleaner from being blamed for things that aren't their doing.

1. Parties and property

1.1 The Host / Operator: _____ (ABN: _____)

1.2 The Cleaner / Contractor: _____ (ABN: _____)

1.3 Property or properties covered: _____

1.4 This agreement is part of the main cleaning agreement dated ____ / ____ / ____.

2. Access methods

2.1 The Cleaner is given access by (tick all that apply):

- Metal key ☐ Number of keys: _____
- Lockbox ☐ Location: _____
- Smart lock code ☐
- Key card / fob ☐ Number of cards: _____
- Alarm code ☐
- Gate / garage remote ☐
- Let in by the Host in person ☐

2.2 The Host keeps a record of every key, card and code issued. The Cleaner signs the Access Register below.

Item	Description / ID	Date issued	Cleaner initials
_____ _____	_____	____/____/____	_____
_____ _____	_____	____/____/____	_____
_____ _____	_____	____/____/____	_____

3. Looking after keys and codes

3.1 The Cleaner will keep keys, cards and codes secure at all times, and will:

- not copy keys or cards;
- not share codes, or tell anyone, including family and friends;
- not label keys with the property's address;
- not leave keys in vehicles, bags or public places;
- not leave a door unlocked or an alarm unset on leaving.

3.2 Codes are shared by a private message or in person, not written into this agreement. The Cleaner deletes old codes from their phone when they are changed.

3.3 If the Cleaner has a helper or staff who need access, the Host agrees to that in writing first and the Cleaner keeps a list of who has access.

3.4 The Cleaner only uses access for agreed cleans or other jobs the Host has asked for.

4. Smart locks and lockboxes

4.1 For a lockbox, the Cleaner closes it and spins the dials after each use.

4.2 For a smart lock, the Host will set up a code for the Cleaner (not a shared guest code) so the log shows who entered.

4.3 The Host may check entry logs. The Cleaner understands entries are recorded.

5. Code changes

5.1 The Host will change codes at least every _____ months, when a worker leaves, or if a code may have been shared.

5.2 The Host tells the Cleaner the new code privately, within _____ hours of the change, and before the next clean.

5.3 The Cleaner confirms receipt and tests the new code at the next visit.

5.4 If a code stops working, the Cleaner tells the Host straight away. The Cleaner won't force entry.

6. Alarms

6.1 If the property has an alarm, the Host explains how to arm and disarm it, and what to do if it goes off.

6.2 The Cleaner will disarm on arrival and set it on leaving.

6.3 If the alarm is triggered by mistake, the Cleaner follows the Host's instructions (for example, ring the monitoring company with the password supplied) and tells the Host.

6.4 The Host is responsible for any call-out fee for a false alarm caused by a wrong or changed code that the Cleaner wasn't told about. If the Cleaner caused the alarm by not following the steps in this agreement, the parties will talk about the cost fairly.

7. Loss, theft or suspected sharing

7.1 The Cleaner will tell the Host straight away, by phone and then in writing, if a key, card, remote or device is lost, stolen, damaged or seen by someone else, or a code may have been shared.

7.2 The Cleaner will say when and where it was last seen, and what steps they have already taken.

7.3 The Host will change the code or re-key as needed. The Host will aim to do this within _____ hours.

7.4 If the Cleaner reports promptly and honestly, the parties will not treat the report as an accusation. Honest reporting is what matters.

7.5 If a theft or break-in is suspected, the Cleaner doesn't re-enter, and calls Triple Zero (000) if there is danger. The Host decides whether to report it to the police.

8. Liability for lost keys

8.1 The Cleaner is responsible for the reasonable, documented cost of replacing a lost key, card or remote, and of re-keying or reprogramming locks, **if** the loss happened because of the Cleaner's carelessness or breach of clause 3.

8.2 That cost is capped at \$_____ for each incident and \$_____ in total for any 12-month period. Costs above the cap are the Host's.

8.3 The Cleaner isn't responsible if:

- the key was already worn, faulty or badly cut;
- the loss was caused by the Host, a guest or someone the Host gave access to;
- the key was stolen despite the Cleaner following clause 3;
- the property's locks were due for replacement.

8.4 The Cleaner is not responsible for loss of items or damage caused by someone who got in using a lost key, unless the law says so or the Cleaner failed to report it as per clause 7.

8.5 The Host provides quotes or invoices for any re-keying costs claimed.

8.6 Nothing in this clause limits what the parties may recover under their insurance.

9. Returning access

9.1 When the agreement ends, or the Host asks, the Cleaner returns all keys, cards, remotes and devices within _____ days, and deletes the saved codes.

9.2 The Host ticks off the Access Register when each item is returned.

10. Privacy and security

10.1 The Cleaner won't give out the property's address, access methods or alarm details, to anyone.

10.2 The Cleaner will lock up, close windows and doors, set the alarm, and report any security concerns (broken locks, open windows, signs of forced entry).

11. Ending and disputes

11.1 This agreement ends when the main cleaning agreement ends, with clause 9 and clause 10 continuing.

11.2 Disputes are handled the same way as in the main agreement, starting with a conversation and then mediation.

12. Signatures

The Host / Operator

Signature: _____ Date: ____ / ____ / ____

Print name: _____

The Cleaner / Contractor

Signature: _____ Date: ____ / ____ / ____

Print name: _____