

Attachment A

**Position statement - Lockboxes on City
assets**

Lockboxes on City assets

City position

The City of Sydney does not permit lockboxes on its assets in the public domain, including public infrastructure such as poles, signs, fences, tree guards, trees and bike racks. These assets are provided for community use and must remain safe, accessible and free from uses that are not intended for them.

Why lockboxes are not appropriate

Lockboxes can:

- create safety risks, including trip hazards and obstructions
- interfere with access to and maintenance of public assets
- damage or affect infrastructure
- reduce the visual quality of streets and public spaces
- increase security risks by signalling vacant properties or enabling unauthorised access

How the City manages lockboxes

The City manages lockboxes on its assets in the public domain in a practical and proportionate way, with a focus on safety and voluntary compliance.

The City may immediately remove lockboxes attached to its assets, prioritising action in locations where lockboxes cause a safety risk, obstruction or affect high-use or sensitive infrastructure.

Where the City has removed lockboxes, they will be stored for 28 days before disposal.

The City prioritises education and clear communication and may use targeted information or signage in areas where lockboxes are commonly found.

The City will take reasonable care when removing lockboxes. However, removal may require force and damage to the device is likely. The City is not responsible for any loss or damage resulting from removal, storage or disposal.

Collection of removed lockboxes

Owners can arrange to collect a removed lockbox within the 28-day storage period by contacting the City's customer service team:

- phone: 02 9265 9333
- email: council@cityofsydney.nsw.gov.au

What you need to do

Please do not attach lockboxes or similar devices to any structures in the public domain.

There are practical alternatives available for managing access and key storage.

Examples of suitable alternatives include:

- using lockboxes installed on private property (such as within a building, on a private fence or inside an entryway)
- arranging in-person key handover or concierge or key management services
- using digital access systems such as keypad, smart lock or access control solutions
- storing keys in a secure internal location accessible to authorised users