**Replacement Fob Request Form**

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**To be completed by the resident requesting a replacement fob – Please note that there is a £5.00 (non-refundable) charge for each replacement fob requested.**

Resident name:………………………………………………………………………… Tel No: …………………………………………………………………….

Resident Address: ………………………………………………………………………………………………………………………………………………………..

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Email address: ………………………………………………………………………………………………………………………………………………………………

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| --- | --- | --- | --- | --- | --- | --- |
| **For DPML staff use only** | | | | | | |
|  |  |  |  | Staff initials | P If Yes  (hand form to Head of Office Services/Trustee) | P If no  (take photo/s and fill in table below) |
| Check if a photograph is attached to the residents’ Net2 profile | | | |  |  |  |
| **Photographs must be taken and saved to the Net2 Access Photos folder before the application will be processed further** | | | | | | |
| Applicant name | Photo taken on (date completed) | Photo taken by  (staff initials) | Photo Saved to computer (date completed) | Photo Saved to computer by (staff initials) | Photo renamed  (date completed) | Photo renamed by (Staff initials) |
|  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |
| **For Head of Office Services or other authorised member of staff** | | | | | | |
|  |  |  |  |  | Staff initials | Date completed |
| Check photographs are saved to Net2 Access Photos folder | | | | |  |  |
| Resident database cross check completed (if details are different current owners/Landlord must be contacted for verification purposes) | | | | |  |  |
| Net2 system checked for up to date details (as flagged up by resident database - update information as appropriate keeping old info on memo page) | | | | |  |  |
| Fill in an invoice requesting payment for all fobs at this address. Ensure VAT breakdown is included | | | | |  |  |
| Save the invoice as a PDF in the resident’s address folder. Print 1 Copy for the Accounting team (Place in the black tray) | | | | |  |  |
| Email the PDF invoice to the resident for payment, please advise them that payment needs to be received before any fobs will be created. | | | | |  |  |
| Signed Head of Office Services / Trustee | |  | | Date |  | |
|  |  |  |  |  |  |  |
| **Section E - For Office Staff use only** | | | | | | |
|  |  |  |  | Date | Staff initials | Date completed |
| Payment for fobs received | | | |  |  |  |
| Open Net2 and finder user profile page | | | | |  |  |
| Check if photo is showing on profile page and upload if needed | | | | |  |  |
| Make a note of the old fob number on the memo page | | | | |  |  |
| Disable any current tokens held by the resident by Deleting the tokens  (this will prevent any found fobs from being used without authorisation) | | | | |  |  |
| Open the events page, swipe the new fob and note the fob number. Fob number is: | | | | |  | |
| Add a new token to the user profile and "Apply" | | | | |  |  |
| Check the new fob is working and showing the correct user | | | | |  |  |
| Place the fob into an envelope with applicants contact details written on | | | | |  |  |
| Fill in an Access Fob collection form and staple the envelope containing the fob to the back of the form | | | | |  |  |
| **Contact the applicant and inform them that their fobs are ready for collection. Record the date on the collection form when this is done and sign** | | | | | | |
| Place the collection form and fob into the reception handover folder in the relevant section | | | | |  |  |
| If a new photo was uploaded - delete all corresponding photos from the camera in line with Data protection | | | | |  |  |
| **File this form in the "Resident Details/Fob Applications" folder in the office by road name**  **Ensure the invoice is entered and reconciled on Sage before filing it in the Payments received file** | | | | | | |