

## Information about Electronic Locks (E-lock)

Kristiansund Municipality will introduce a digital locking system (hereafter referred to as an E-lock) from autumn 2026 for residents who have a safety alarm or receive health and care services at home. The E-lock replaces the use of physical keys, for example when a safety alarm is triggered or when you receive visits from home care services.

The E-lock also allows healthcare personnel to enter your home more quickly if your safety alarm is activated or if you need assistance.

### What is an E-lock, and what does it involve?

An E-lock is an electronic lock installed on your front door. Employees in health and care services will only use the lock when they have an assignment at your home.

### Can you still use your own key?

Yes. Your own key and lock will function as before. The E-lock is a separate system used only by the municipality. If you already have an E-lock, it can still be used, and you do not need to replace it.



Here you can see an example of what the E-lock will look like once installed on a door. In the image on the left, the E-lock itself is indicated. In the image on the right, the lock cylinder is indicated—this is where you will use your regular key.

### When do you need an E-lock?

If you have a safety alarm or receive health and care services at home, an E-lock will be installed on your front door.



## Security and privacy

Employees only use the E-lock when they have an assignment at your home. All use of the E-lock is logged, so we know who has accessed it and when. The E-lock can only be used by employees in the health and care services in Kristiansund Municipality. Use of your personal key will not be registered in the system.

## Installation and removal of the E-lock

The E-lock will be installed on your front door by a technician from Kristiansund Municipality. During installation, some parts of your existing lock will be removed. We recommend placing these parts in a bag and storing them in your fuse box (electrical cabinet).

When you no longer require health and care services at home, the E-lock will be removed by a technician, and your original lock will be restored to its previous condition.

Installation and removal should not cause wear or visible marks on the door.

In a few cases, it may not be possible to install an E-lock. In such cases, an electronic key safe will be installed instead. Access to the key safe is managed and logged in the same way as the E-lock. A key to your home will be stored in the key safe.

## Information for housing cooperatives, joint ownerships, or landlords

Kristiansund Municipality will inform housing cooperatives and joint ownerships about the installation of E-locks or electronic key safes.

If you rent your home, you must inform your landlord that an E-lock or key safe will be installed.

## What does an E-lock cost?

Kristiansund Municipality covers the costs of purchasing, installing, and removing the E-lock.

If damage occurs to your own lock, lock cylinder, or lock case that is not caused by the E-lock, you must cover the costs yourself. If the lock case is damaged during installation or removal of the E-lock within 30 days after installation, the municipality will cover the repair. If faults or damage occur more than 30 days after installation or removal, you are responsible for the costs.

## How is installation arranged?

If you have a safety alarm or receive health and care services, you will be contacted to arrange a time for installation of the E-lock.

Document translated using ChatGPT.

