



Subject:	Alleygate Replacement Key Update
Date:	2 nd December 2025
Reporting Officer:	Jim Girvan – Director Neighbourhood Services
Contact Officer:	Pól Hamilton – Lead Officer Community Safety

Restricted Reports	
Is this report restricted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Please indicate the description, as listed in Schedule 6, of the exempt information by virtue of which the council has deemed this report restricted.	
Insert number <input type="checkbox"/>	
<ol style="list-style-type: none">1. Information relating to any individual2. Information likely to reveal the identity of an individual3. Information relating to the financial or business affairs of any particular person (including the council holding that information)4. Information in connection with any labour relations matter5. Information in relation to which a claim to legal professional privilege could be maintained6. Information showing that the council proposes to (a) to give a notice imposing restrictions on a person; or (b) to make an order or direction7. Information on any action in relation to the prevention, investigation or prosecution of crime	
If Yes, when will the report become unrestricted?	
After Committee Decision	<input type="checkbox"/>
After Council Decision	<input type="checkbox"/>
Sometime in the future	<input type="checkbox"/>
Never	<input type="checkbox"/>

Call-in	
Is the decision eligible for Call-in?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

1.0	Purpose of Report/Summary of Main Issues
1.1	<p>The purpose of the following report is to provide updates on member queries at October Committee.</p> <p>Committee requested the following information relating to replacement keys issued by Council:</p> <ol style="list-style-type: none"> 1. Number of replacement keys issued in previous 24 months 2. Income received from replacement keys within the previous 24 months 3. Country of origin of replacement keys
2.0	Recommendation
2.1	Members to note the contents of the report
3.0	Main Report
3.1	In the period from September 2023 until September 2025, there were a total of 166 replacement keys requested.
3.2	During the period outlined above, the total income generated by those keys was £4,150. The cost of an individual replacement key to those requiring one is £25.
3.3	Costs to council for a replacement individual gate key, the type typically requested by residents, vary depending on quantities ordered and which manufacturer the vendor sources them from given the specialist type of key. However since the introduction of the alleygating scheme, it averages at approx. £10 - £15 per key ex VAT.
3.4	Given that the cost of a replacement alleygate key varies, at approx. £10 - £15 per key ex VAT, it is estimated that between September 2023 and September 2025 the cost to council was approx. £2,490 to purchase those replacement keys.
3.5	Therefore, the remainder of the £4,150 income generated, excluding the cost price of replacement, is estimated at approx. £1,660. This amount would typically cover any cost of officers processing requests for replacement keys including printing costs associated with duplicate order/receipt books, processing of credit/debit card payments, officer time sorting and storing replacement keys and officer time spent delivering keys out to those unable to attend Cecil Ward Building due to mobility issues.
3.6	Council currently procures the alleygate keys from a Belfast based company. Following a query by officers to confirm the country of origin, the Belfast based company have confirmed that they source the keys from a UK based specialist supplier.
4.0	Appendices - Documents Attached