



Information about electronic locks: eLås

Trondheim municipality will implement electronic locks (eLås) for inhabitants who receive municipal health and care services at home. Municipal health services at home include homebased health services, housecleaning, meal delivery, safety alarms, and other welfare technology services. The implementation of electronic locks starts in December 2023.

Why are you receiving this information?

You are receiving this information because you are a service recipient of municipal health and care services at home, or you are a relative of someone who is. In this letter, you will get information about what an electronic lock (eLås) is, and what it entails.

What is eLås and what does it entail?

eLås is an electronic lock that will be installed on your front door, which employees will use when they have assignments at your home. If you live in a multi-family dwelling or housing cooperative, eLås will be installed both on the outer door of the building and on the entrance door to your apartment.

Security and privacy

Employees can only use the eLås during the time they have assignments for you, and all use of the electronic lock will be logged in order to know who has had access to the lock, and when they have used it. The eLås will only be used by employees of the municipality of Trondheim for official purposes.

Can you still use a regular key for the door?

You and your relatives shall continue to use your regular key on the entrance door(s), as the installment of the electronic lock will not interfere with this.

When do you need eLås?

- If you need a safety alarm, an eLås will be installed on your entrance door(s).
- If you cannot open the door yourself (and do not have relatives/next of kin who are always there) and need health and care services at home, such as homebased health services, housecleaning, or meal delivery, then an eLås will be installed at your home.

You do not need an eLås if you can open the outer door to employees who have assignments at your home. This does not apply if you have a safety alarm or other welfare technology, then it will be mandatory to have installed an eLås.

Installation and removal of eLås on the front door

The eLås will be installed on your entrance door(s). In order to do so, we must replace some parts from your current door lock that must be stored at your home. These parts must be kept until the day the eLås will be removed and your door-and lock will be set as it was before installation.

If you no longer need health and care services at home, the eLås will be removed from the door(s). Installation and removal should not lead to wear or usage marks on your door.

In some cases, it is not possible to install an eLås on your front door. In these cases, a key box with an electronic lock will be installed, and a key to your home will be stored here. The functionality for access control and logging of use will be the same as when using an eLås.

What do I need to inform my housing cooperative, condominium, or landlord about?

If you live in a condominium or housing cooperative, you must inform the board of the condominium/cooperative about the installation of eLås on the front door(s) (e.g., entrance door of your building).

If you live in a rented house, you must inform the landlord about the installation of eLås (or electronic key box).

What does it cost to have an eLås?

eLås will not cost you anything, and Trondheim municipality will cover all costs including purchase and license of the product, installation and removal. You must take care of the equipment, and you will be held responsible in case of deliberate vandalism.

How do I get an appointment for the installation of eLås?

You will receive more information about how to make an appointment for the installation of eLås, and you will be contacted by the Safety Patrol (Trygghetspatruljen) or the home healthcare services. The municipality is also working with a digital booking self-service where you may make an appointment yourself. The booking self-service will be available within spring 2024.

If you need a safety alarm, the eLås will be installed at the same time. The installation of the eLås usually takes approximately 15-30 minutes.

In case of problems with the door after the installation of eLås:

Contact the Safety Patrol/Trygghetspatruljen, tlf: 72 54 83 94

For general questions related to eLås:

Email: ehelse@trondheim.kommune.no

Please access more information on Trondheim municipality's website:



<https://www.trondheim.kommune.no/>