

Lock Out Procedures / Key-Control

Questions & Answers

What do we charge?

- For Keys: \$5.00
- For Locks: Full replacement cost
- For Entrance: During office hours: \$5.00
After office hours: \$25.00 (HUD)
\$20.00 (RD)
- Manager may give a spare key, if available. Full replacement cost will be billed to the tenant if spare key is not returned to the manager.

Who is responsible for the entry charge?

- The Resident.

Who receives the monetary payment?

- The property is to deposit the payment into the property account.

When is the monetary payment collected?

- The manager is to invoice the Resident.

When should picture ID be presented?

- Household members 18 or older must present a photo ID, unless known by the manager. Household members under 18 are allowed back into the apartment, followed by a call to the head of household by the manager.