

Apartment Lock Out Policy: If residents lose their key or become locked out of their apartment, the following options are available:

1. During posted normal business hours (excluding holidays) residents may come to the main office for assistance. There is no fee for this service. We cannot guarantee that the office will always be open during business hours. Resident must provide proof of identity before being allowed entry into the apartment. There will be a fee for any replacement key provided.
2. After normal business hours, but prior to 9:00 p.m., residents may contact the emergency phone number provided on the office door or on the recorded message, and a staff member, **if available**, will open the door. A callback number **must** be left so that the staff member can speak to the resident prior to opening the door. There will be a \$50.00 fee charged for this service. Please understand that this service is provided as a convenience to residents and that a staff member may not be available to provide this service after normal business hours.
3. After 9:00 p.m., no lock out service is provided and residents have the option of calling a locksmith **at residents' own cost and expense**. Additionally, any damage to the premises or duplication of keys will be at the residents' own cost and expense. No alterations to the locks are permitted.