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**POLICY FOR SITE KEY CONTROL**

1. **PURPOSE**

The purpose of this Key Control Policy is to establish reasonable personal security for residents of the apartment community, and to ensure the protection of personal and Owner property through the control of keys to apartment units, common areas and other secure locations. The Community Manager is responsible for implementing this Key Control Policy. Adherence to key control policy is the responsibility of all employees.

Key control allows agents and owners to provide documentation of the following:

1. Limited access and security of key and key fob/card system(s)

2. Inventory of all keys (at minimum quarterly)

3. Identify who signed out keys (name)

4. Identify when keys, key fob or cards are issued (date & time)

5. Identify when keys, key fob or cards are returned (name, date & time)

6. Determine if all keys are keys were returned

An inadequate key control program represents a huge liability for all property owners and agents. It is important that all employees understand the significance of controlling access to and use of keys for apartments, common areas, storage, maintenance and office areas.

1. KEY CONTROL PROCEDURES
2. **Key Control Responsibilities**
3. The Community Manager is responsible for the control of all keys, and will be held accountable for all master keys.
4. Master Keys: The words “**Do Not Duplicate**” must be stamped on each master key. In emergency situations, the Community Manager may authorize use of a master key. The master key must **not** be in the personal possession of any employee except when in use. Master keys must be kept secure in key box and must be signed out by the Community manager and employee. (Reference: # 3 Issuance of keys B. 3.).
5. All keys must be kept in a locked/secure key cabinet with limited access.
6. All keys must be stamped/tagged using a code that does not identify the apartment unit/common area/maintenance room/ storage building or office. Keep no more than two keys on each hook for easy visual inspection and inventory. (Reference # 5 a).
7. The Key box and key code sheet must be kept in different secure areas.
8. The maintenance supervisor is responsible for control of lock cylinders, blanks and key cutting machine.
9. Lock cylinders, blanks and key machine must be kept in a secure location.
10. Locks will be replaced/rekeyed at every unit turn.
11. Extra locks and keys should be kept on hand for emergency situations.
12. **Personnel Authorized to Issue Keys**

Issuance of all keys will be authorized by the Community Manager or designated representative in manager’s absence, and approved by Regional Property Manager.

1. **Policy Regarding Issuance of Keys**
2. **Residents** will be issued keys to leased apartment unit and for building access if applicable at time of move in.
3. Only an adult lease member will be allowed to borrow an apartment key unless **previous written arrangements** have been made between the resident and manager. An employee issuing a key to an adult lease holder should request photo ID unless the employee knows the resident and unit number.
4. In family properties, the manager may not open the door for a child.

**B. Employees**

1. **Occupied Units**: Employee will fill in key control log, listing the unit number, date, time and employee initials if keys are needed to complete a work order. **Work order must include approval** from resident to enter the unit if resident is not at home. Keys necessary to perform assigned job duty will be issued at the start of job and returned when task is complete or by the end of work day in cases where task requires more than one day to finalize.
2. **Vacant Units**: Employee will fill in key control log, listing the unit number, date, time and initials. Keys necessary to perform assigned job duty will be issued at the start of job and returned when task is complete or by the end of work day in cases where task requires more than one day to finalize.
3. **Master Keys:** The Community Manager and authorized employee, approved by the Regional Manager, must document in writing in the key control log book, date, apartment number, purpose for obtaining the key, time out, checked out by, authorizing signature, time in and authorizing initials verifying the key was returned.

A master key should ONLY be used in case of an emergency or in the event a door key cannot be located when access is required. If a master key is lost, the person who lost the key could be held responsible for rekeying the entire complex at their expense and or disciplinary action. Master keys MUST be retuned before leaving the property during or after work hours.

1. **Employee Access after-hours:** If a resident calls in an after-hours maintenance emergency, the resident must be at home to allow access to unit. If damage is caused by a leak from another apartment, maintenance should 1st determine if that resident is at home; if not at home 2nd. Obtain key from key box, sign key out using same procedure shown above (B. 3.) and return key as soon as work is finished.

**C. Vendors/Contractors:**

1. **Occupied Units:** In no circumstanceshould vendors be allowed to sign out keys for an occupied unit. An employee must accompany vendor/contractor.
2. **Vacant Units:** Vendor/Contractor will fill in key control log, listing the unit number, date, time and initials. Keys necessary to perform assigned job duty will be issued at the start of job and returned when task is complete or by the end of work day in cases where task requires more than one day to finalize.
3. **Maintenance/Office/Storage:** In no circumstance will vendors be allowed to sign out keys for maintenance room, office or maintenance storage area. An employee must accompany vendor/contractor.
4. **Must Accompany Vendor While On Property:** Vendors must be accompanied by a site employee at all times from the time the Vendor arrives until they leave the premises.
5. **Duplication of Keys**

No key will be duplicated except by approval and control of the Community Manager. The unauthorized duplication of any key adversely affects the security of persons and property that violations of this rule are considered serious and grounds for termination.

1. **Numbering System for Keys**
2. An identifying code will be stamped or tagged on each key. The code for each key will not identify a building, location or lock.
3. The Community Manager must complete an inventory of keys no less than quarterly
4. Only one key for a specific door will be issued to any one person. Assignment of multiple keys circumvents any system of key accountability.
5. **Lost/Stolen Keys- Resident & Employees**
6. Lost or stolen keys must be reported to the Community Manager.
7. When a key is lost, the locks will be modified to render the current key inoperative. The lock or cylinder will be replaced and a new key issued to the resident and tenant will be charged lock replacement cost
8. Replacement charge, subsequent losses: The fee for a replacement lock will not exceed the actual cost to replace or rekey lock/cylinder but will include any after hours Over time and travel fees if occurs during nonbusiness hours.
9. When a key is reported stolen, the locks will be modified to render the current key inoperative. The lock or cylinder will be replaced and a new key will be issued to the resident at a charge not to exceed the actual cost to replace the lock/cylinder.
10. When a key is lost by an employee, the locks will be modified to render the current key inoperative. The lock or cylinder will be replaced and a new key issued to the resident at no charge. Subsequent losses will result in disciplinary action. An incident report must be completed immediately (within 24 hours) by the Community Manager and sent to the Regional Property Manager.
11. **Termination/Separation**

All equipment and keys assigned to an employee must be returned upon separation, termination, or retirement. The employee’s separation will not be complete until the key(s) assigned have been returned and written verification is generated by the Community Manager.

1. **Repair of Locks, Keys, or Door Hardware**

All repairs, changes or additions to any property locking device, key or door hardware will be controlled by the Community Manager and documented with a numbered work order. A copy of this work order will be returned to the office upon completion of the repair.

1. **Lockouts**

If residents are locked out and need access to their unit. You will charge them a fee based on the charge listing for normal scheduled hours and after hours charge.