

KEY POLICY

PURPOSE

It is the purpose of the Hannibal Housing Authority (HHA) to provide as much security as reasonably possible. The purpose of this policy and related procedures is to guard against unauthorized entry to dwelling units and provide residents and management consistent guidance.

DWELLING UNIT KEYS

- A. HHA will issue dwelling unit key(s) only to those tenants who sign the Residential Lease Agreement or minor children as authorized by the Head of Household.
- B. At the written request of the legal tenant(s), (the person(s) who has signed the lease), HHA will furnish a duplicate key to a dwelling unit to a designated family member who is attending the tenant or a person who may not be a member of the household. HHA charges a non-refundable deposit for each duplicate key issued to the family. (See Maintenance Charges)
- C. During special circumstances, such as a temporary incapacitating illness, the HHA will issue a unit key to a licensed or certified care giver or a designated family member who is attending the resident. A request for a unit key must be made by the resident in writing and will be issued for a specified time period.
- D. Tenants may make no alterations to existing locks or change locks to the dwelling unit.

LOCKOUTS

When a lock-out occurs during working hours from 7:00 a.m. to 4:00 p.m., the resident will be encouraged to pick up a key at the rental office and pay a \$5.00 deposit. If the resident is unable to pay the \$5.00 deposit, the deposit will be charged to the resident's account. If the key is returned within 24 hours or the next business day, the deposit will be returned or the resident's account will be credited. If the key is not returned within 24 hours, the \$5.00 deposit will be forfeited.

When maintenance or management responds to the call during working hours, a work order will be generated. The standard maintenance charge (minimum rate) will be charged to the resident's account where the service was performed.

When the lock-out occurs after working hours or after 4:00 p.m., maintenance or management will respond to a call directly from the resident. A work order will be generated by responding HHA staff and the standard minimum overtime rate will be charged to the resident's unit account where the service is performed.

In incidents where residents have lost keys due to extenuating circumstances such as theft or accidents beyond the tenant's control, the manager may waive the maintenance charges for lockouts. This will be done by canceling the maintenance charge on the work order.

- A. The resident must provide identification to either maintenance or management before HHA staff unlocks the resident's door or issues a key. Personal Formal Identification is not required if either maintenance or management staff recognizes the tenant seeking admission to the unit and knows which unit they reside in. Identification must be in the form of a picture ID or ID with resident's name and address.
- B. If proper ID cannot be produced by the person seeking entry before the door is unlocked, this person must be able to produce identification immediately after the door is opened. If the person seeking entry is unable to produce proper identification as outlined above, they will be escorted out of the unit. HHA staff will then secure the unit and escort the person off the property. HHA staff will then notify a supervisor as soon as possible of the action taken during working hours. If necessary, further instructions will be given to HHA staff by the supervisor. HHA staff will contact a supervisor on the next duty day if he/she is unable to reach a supervisor after hours.
- C. Children listed on the resident's lease will be admitted by HHA staff if the children have been locked out when the parent or parents are not home. If the parent or parents do not want a child or children admitted to their unit when the parent is not home, the parent must provide written notification to HHA along with where the child is to go in inclement weather and provide the name of the child or children who are not to be admitted.

When the parent reinstates a child or children to be admitted to their unit, they must furnish HHA with written notification.

- D. Lock-outs due to abandonment and eviction fall under the abandonment and eviction policies. HHA staff will contact a supervisor for further instructions.

MOVE-OUTS

The head of household is responsible for returning all keys issued to the tenant and members of the family when the family vacates the premises. If keys are not returned at or before the move-out inspection, the unit security deposit will be forfeited.

ELECTRIC CARD ENTRY SYSTEMS

HHA will treat any electric entry cards in the same method as a key. Tenants will be responsible for the electric entry card as outlined above. (As of this date, no electric entries are active)

CHANGING LOCKS

When HHA staff are requested to change locks or make additional keys, HHA will charge the tenant's account. The maintenance staff will leave the new keys with the manager and the tenant will be responsible for picking up his/her new keys.