



Locked Out of House

In order to serve you best we would like you to try the following before we call a serviceman out and have a service fee to either the owner or you... In many cases we can resolve this problem through the items below and if not, it will help us to diagnose and make sure the serviceman is prepared for your issue, so you can be back in service sooner.

- If Resident is locked out it is not the Owners responsibility to unlock for Resident. If Resident is locked out and if the Property Manager is available, they may unlock for a fee of \$50 during business hours (M-F 9:00am-5:00pm). Holidays or afterhours \$100. If Property Manager is unavailable it is Resident's responsibility to hire a locksmith and provide Property Manager with new key.
- If Resident is local, Resident is offered the option during business hours to pick up the spare key at our office. Resident must return the key to the office immediately after obtaining access.