



Lock-Out Policy

Approved and Ratified: February 20, 2020

The Board of Directors adopted the following policy in support of the Mission Statement's commitment to member service.

Purpose:

This policy is adopted to allow residents who cannot gain access to their units (locked out) to contact maintenance if the office is closed. Residents will be charged a fee for calls for assistance when the office is closed. As the corporation must pay overtime to the maintenance person responding to after hours calls.

Policy statement:

If a member needs assistance in gaining access to his/her unit (locked out):

- During office hours (8:00 a.m. – 5:00 p.m., Monday – Friday), adult residents who have inadvertently locked themselves out of their unit may visit the office, and with proper identification, sign out the office-held key to let themselves into their unit. There is no charge for the use of the office held keys. The keys however should be returned promptly to the site office.
- If a lock-out occurs when the site office is closed, the resident should call the answering service (410-276-1008) and the maintenance personnel on duty will be dispatched to the resident's unit.
-
- After hours, weekends and holidays, lock-outs will result in a fifty dollar (\$50.00) charge to the resident – regardless of the circumstances. The resident will be sent an invoice, which must be paid with a check or money order with the next rent/carrying charge payment.

This service is only available to adults listed on the occupancy agreement as residents of the unit. If keys to all locks are not on file in the office, then this service will not be provided.

Member Signature/Date

Co-Member Signature/ Date

WHMH Representative

President- Board of Directors

