

## SURFSIDE III

### **EMERGENCY UNIT ENTRY PROCEDURES**

In accordance with the governing documents of the Association and the Rules and Regulations, all unit owners are required to maintain a current key with the Association Office located in the Clubhouse. These keys are to be used only in case of emergency such as flood, fire or other health or safety issues that may arise and could cause damage to the neighboring units or the common area or in the case of ongoing repairs which need to be completed during the absence of the owner/tenant. There is a protocol which must be followed when a non-owner is entering a unit due to an emergency:

1. The Onsite Property Manager, Administrative Assistant and the Maintenance Supervisor have access to the key safe.
2. Before a specific unit key is removed from the key safe the owner of that unit is telephoned to inform them of the emergency. If there is no answer then a voice message is left. If the unit is occupied by a tenant and the Association has a contact number then the tenant will be called.
3. The key safe is unlocked and the key is removed. Only the key for the unit in question may be removed. The key safe is relocked immediately.
4. A written Door Hanger is completed with details including name of vendor; type of work being done and any other detail which may help the owner/tenant
5. Key and Door Hanger is provided to the vendor with the following instructions:
  - a. Knock on Door and allow enough time for anyone to answer
  - b. Open Door and announce your presence by calling out your name and state what you are doing there.
  - c. Enter Unit and place Door Hanger on inside door knob

- d. Complete work and lock unit upon exit
  - e. Return key to Onsite Management Office
6. Vendor may not leave the property with the key. Should the repairs take more than one day, the key must be returned to the Manager and/or Maintenance Supervisor to be placed into the key safe overnight.