

Exhibit 6-5 Policy Overview

Old Policy	New Policy
Exhibit 5-6	Exhibit 6-5

Forms

PM631 Key Request for Family Members

PM632 Key Request and Indemnity Agreement

PM633 Admittance Authorization Form

Administrative Desk Manual

None

Exhibit 6-5

Key Policy

Under HUD regulations at 24 CFR 966.5, AHFC may have special charges for services in connection with the *Residential Lease Agreement*. These charges must be available to all residents and posted in a conspicuous place. The *Schedule of Charges* details charges associated with keys.

6-5.1 SECURE FACILITIES

As part of decent, safe, sanitary, housing, AHFC provides secured dwelling units for its residents. Many AHFC buildings also contain security doors and intercom systems at its main entries for added security. While AHFC does not want to discourage its residents from allowing access to authorized guests and visitors, AHFC does want to minimize loitering and vandalism that may result from unauthorized entry into its buildings.

6-5.2 NOMENCLATURE

Although AHFC uses the term “key” or “keys” below, it is intended to include all devices that provide access to dwelling units, mailboxes, buildings, or out-buildings. These devices may include electronic key cards, intercom codes, door locks with keypads, etc.

6-5.3 CHANGES TO AHFC LOCKS

In accordance with the *Residential Lease Agreement*, prohibited alterations or repairs include changing locks or installation of new locks. Families who violate this lease provision may be subject to termination of their lease agreement.

If a family is concerned about the security of his/her dwelling unit, she/he may request that AHFC change the locks. AHFC will charge the family’s account for this service. The maintenance staff will leave the new key with the manager, and the family will be responsible for picking up his/her new keys. The family may call to request a work order to request a lock change.

6-5.4 KEYS

AHFC will issue dwelling unit, building, and other keys only to those adults signing the *Residential Lease Agreement* or minor children as authorized by the head of household. At move-in, the family will sign the *Key Request for Family Members* (form PM631) acknowledging receipt of keys.

6-5.4.A Additional Family Member Keys

The family may request additional keys for authorized family members at any time by completing the same form. These additional keys may be charged to the family.

6-5.4.B Keys for Other Persons

An adult family member may request an additional key be given to a guest, personal care attendant, chore worker, or other person. An adult family member must complete the *Key Request and Indemnity Agreement* (form PM632) and name the individual that will be receiving the key. A charge will apply.

A Tenant may request a key for a person to provide unit care during a family's absence. Unit care may include such tasks as care of an animal, care of plants, or daily mail/newspaper retrieval. This person may not occupy the unit.

Staff may also use the *Key Request and Indemnity Agreement* to provide an entry key to authorized personnel performing work at an AHFC location.

6-5.5 LOCK-OUTS

A lock-out can occur on a dwelling unit, a building, a mailbox, or other family exclusive use area. A lock-out occurs whenever a family member is unable to locate his/her previously issued key for access. The *Residential Lease Agreement Part 2* lists all persons authorized to access the unit. If a family does not wish a person to access the unit, that person must be removed from the lease.

6-5.5.A Tenant Lock-Out Procedure

If a lock-out occurs during normal working hours, the family is encouraged to contact the local AHFC office. AHFC will check to see if it has a spare key. If AHFC does, the family may appear at the rental office, pay a small deposit, and take the key.

If the family is unable to pay the deposit, the deposit will be charged to the family's account. If the key is returned within 24 hours or the next business day, the deposit will be returned, or the family's account will be credited. If the key is not returned within 24 hours, the deposit will be forfeited.

If a lock-out occurs after working hours, the family should call the maintenance work order line. A service fee will be charged to the family.

6-5.5.B Adult Tenant Admittance to a Unit or Building

Before an adult family member is admitted to a unit or building, the adult must provide current identification to AHFC staff. Identification must include a picture or the name

and unit address of the adult. Formal identification is not required if AHFC staff recognizes the adult seeking admission and knows in which unit he or she resides. Staff will document the admittance using an *Admittance Authorization Form* (form PM633).

If current identification cannot be produced by the adult seeking entry before the door is unlocked, this adult must be able to produce identification immediately after the door is opened. If the adult seeking entry is unable to produce proper identification as outlined above, she or he will be escorted out of the unit. AHFC staff will secure the unit and escort the adult off the property.

AHFC staff will then notify a supervisor or manager as soon as possible of the action taken. AHFC staff will contact a supervisor or manager on the next duty day if he/she is unable to reach a supervisor or manager after hours.

6-5.5.C Admitting Minors to a Unit or Building

Minors (under the age of 18) listed on the family's lease will be admitted by AHFC staff when the children have been locked out, and the parent(s) is not home. Staff will document the admittance using an *Admittance Authorization Form* (form PM633).

6-5.5.D Admittance after an Abandonment or Eviction

Lock-outs due to abandonment and eviction fall under abandonment and eviction policies. If either of these procedures is in effect, a notice will be posted on the family's door. No one will be admitted to the unit without the permission of the AHFC staff person listed on the notice. Staff will document admittance using an *Admittance Authorization Form* (form PM633).

6-5.5.E Documenting a Lock-Out

After completing an *Admittance Authorization Form* (PM633), AHFC staff will send the completed form to the asset supervisor or property manager for the family's file. A copy of this form will be sent with any charge notifications to the resident.

6-5.5.F Waiving Lock-Out Fees

In incidents where a family member has lost keys due to extenuating circumstances beyond the family's control, AHFC staff may waive the lock-out fees.

6-5.6 MOVE-OUTS

As part of the move-out process, all keys issued to the family must be returned. The head of household is responsible for returning all keys to AHFC when the family vacates the premises.