

## Lantana Procedures

**Approved Date:** October 17, 2016

**Revision Number:** Rev 1

**Table of Contents Number:** 2c

**Title:** Process for the Association to Enter Units

**Purpose:** The intent of this procedure is to define the Lantana Association process to enter units, primarily for emergency purposes.

**Procedure:**

1. The management company attempts to reach the owner. If unsuccessful and the unit occupant is not available to grant access, go to step #2
2. In order to enter a unit, there must be:
  - a. Two management company employees or
  - b. Two board members or
  - c. One management company employee and one board member
  - d. One maintenance company employee can be substituted for any one person above (i.e. one management company employee and one maintenance company employee is ok)
3. The two people from step #2 obtain the unit key from the key room and initial the log indicating the key is being signed out
4. The two people from step #2 enter the unit, assess and address the situation as necessary.
5. The two people from step #2 return the unit key to the key room and initial the log indicating the key is returned and the unit has been secured.
6. If two board members entered the unit, one of them provides a status to the management company
7. The management company communicates what has taken place and potential findings to the unit owner

**General Note:**

Only the CAM and management company administrator possess the code to the key room box. If two board members enter the unit they obtain the code from the CAM or management company administrator. This process is explained further in Procedure 2g “Process to Obtain Unit Keys from the Electrical Room”.

### Glossary of Terms:

**CAM**            Community Area Manager