

Lantana Procedures Template

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Title: Process to Obtain Secured Unit Keys from the Owner Key Box

Purpose: The intent of this procedure is to define the Lantana Association process to obtain secured unit keys from the owner key box located in the clubhouse electrical room.

General Comment:

Unit key access is not a service that the Association provides to unit owners and tenants who lock themselves out of their units. This secure key box is for emergency situations (i.e. leaks and alarms) and for mandatory inspections (i.e. sprinklers). Unit owners and tenants who lock themselves out of their unit are expected to call a locksmith.

Procedure:

1. For clarification purposes, there are two key holder boxes.
 - a. One is outside the maintenance room and contains the roof key and electrical room key.
 - b. The other is inside the clubhouse electrical room and contains two keys that open the double locked wall cabinet (holds the unit keys).
 - c. Both require codes to open. The codes are held by the CAM and/or management company administrator.
2. In addition, board members, management company employees and the on-site maintenance employee possess clubhouse electrical room keys.
3. Once entry is made into the clubhouse electrical room there is a key holder box that contains two keys. Remove the two keys using the key holder box code supplied by the CAM and/or management company administrator.
4. The wall cabinet that contains the unit keys is double locked. Use the two keys mentioned in step three to open the cabinet.

5. Remove the appropriate unit key and lock the cabinet before you leave the electrical room to access the unit. This is done in case someone else enters the electrical room before you return.
6. Complete the “key access log” hanging on the wall (name, date/time out, signature)
7. After the unit visit is complete secure the unit and return the key to the cabinet. Ensure both cabinet locks are locked, indicate “date/time in” on the log and securely shut the entry door when you leave.
8. The CAM changes the code box codes every two weeks or whenever Board of Directors members use the codes to obtain keys.
9. As stated in procedure 2c “Process for the Association to Enter Units”, 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) A maintenance company employee can be substituted for any one person above (i.e. one management company employee and one maintenance company employee is ok)

Glossary of Terms:

CAM Community Area Manager