

10/15/18

What do you charge when a resident locks himself/herself out of the unit and maintenance has to be called to let them in (any time of day, including after hours)?

Ten PHAs reported that they don't charge at all.

Other responses were as follows:

\$25.00

\$15.00 during Office Hours; \$25.00 After Hours

We charge the resident a locked-out charge of \$25.00 if it is after hours

\$8.00 reg.hrs.;\$15 after hrs &wknds

On the Community and maintenance charges for lock outs, we charge them \$25.

\$25 would be applied to next rent

Lock outs during business hours 8-5 Mon-Fri \$25.00 After hours and weekends \$75.00

There is no charge to the tenant the first time

After hours \$45 and if needed \$5 fee for key copy. We do not charge our PBA Program residents as the program fee sheet doesn't allow for these types of charges.

first time 0; Next time \$15-\$ 25 Weekday/ weekend

It is our policy to charge a \$5.00 unlock fee after hours.

During hours we do it for free. We also changed our door locks to ones that you have to have the key to lock them from the outside and it cut our lock-outs down tremendously!

office hours - \$10 after hours-\$25 keys replaced-\$10

We do not charge the resident for an unlock during business hours; however, we charge \$25 for after-hours lockouts. Additionally, we take the picture of the person before we unlock the door and the person must be present and must sign the work order request before our maintenance staff will unlock the door. This procedure was put in place because a resident's Mom called our answering service after hours and requested to be let into "her" apartment. Our Maintenance Staff responded to the call and let her in. The resident phoned the next morning to complain that our staff let her mother in without her consent. Our Maintenance Staff do not have anyway of confirming who is on the lease; therefore, we adopted this procedure.

- During work hours – no charge if administrative staff can assist. If maintenance has to travel to unlock then they are charged the hourly rate of maintenance.
- After 5:00 \$25.00, After 10:00 pm and on weekends it is \$50.00 (plus travel time if it applies)
- Side note – since we changed locks requiring a key to lock the door from the outside, not just a lock you can turn on the knob to lock our lockouts have decreased to maybe a couple a year. Usually when we state the fee a key appears, they remember that they let so and so borrow it.

8 AM until 5 PM \$15; 5:01 PM until 8 PM \$25; 8:01 PM until 7:59 AM \$35

New policy now includes door lock fee of \$25 for lock change, \$5 for lost key replacement.

\$50

\$20 if it is after business hours and \$10 during regular hours

\$3.00 during office hours b. After hours \$25.00

We don't charge during working hours. We just have them come in and borrow a key and bring it back. After hours is \$35.

\$25

I have a resident tenant that has a master key for emergencies in Elgin and Thorndale because I have a lot of elderly tenants, after I paid for the EMS to break a window I decided this was best.

If the lock out happens during the day (when the office is open for business), we do not charge resident. Just walk over and unlock door. All our units are on one site. Once employees have left the property, a lockout after hours, weekends or holidays, we charge \$17.00.

Lock out after 4 p.m. and before 10 p.m. \$10.00

Lock out after 10 p.m. weekdays and anytime on weekends/holidays \$20.00
(increasing these amounts is on my to do list)

During work hours \$15.00 After hours \$50.00

\$25.00 after hours \$5.00 during office hours

\$20.00

\$5 during office hours, \$25 for after hours.

\$ 25.00 call out fee if they lock themselves out after hours or holidays. Nothing during normal business hours.

Lock out after hrs is \$50.00. If during business hrs we unlock with no charge.

35 after hours 1 Free

\$5.00 during work hours \$10.00 after-hours

\$5.00 for lock out after hours only.

\$15 charge

8:00 am to 5:00 pm – No Charge After 5:00 pm - \$25.00

To open door we charge \$5.00 during office hours and \$15.00 after office hours.

\$10.00 during office hours \$35.00 after hours

10.00 they get one free lock out and then charged after that.

No charge if during the day even though we have a 10.00 fee posted but if after hours or weekends we charge 25.00.

\$15.00 after 5 PM

Usually no charge during the day, unless it becomes a habit. \$25 after hours.

No charge during business hours. \$25.00 after hours.

\$30.00 if it is after hours, no charge if it is during maintenance work hours (7:30-5:30 M-TH, 8:00- noon Friday)

\$5.00 during work hours because one of our maintenance staff is near all sites \$50.00 after hours

During office hours \$15.00 after hours \$30.00. We haven't actually charged this to anyone and probably wont unless it became frequent with a tenant.

We charge \$10 during business hours, \$35 after hours.

We charge \$20 after hours and \$40 during holidays.

We charge \$35 for us to go open their door any time. However, if it's during office hours we offer them the option to come borrow a key from us to let themselves in free of charge. So we don't usually open many doors during office hours.

\$1.00 during office hours; \$5.00 after hours

\$25

\$35

Unlock apartment after hours is \$20.

20.00 after hours, free during office hours

Yes-but only after hours: was \$25; but, we are changing it to actual cost for time/materials in the future (right now does not cover the employee OT & mileage). During work hours they can pick up a loaner key at the office at no charge-however, we will charge for a duplicate key (\$3) or lock change (was \$45/but going to actual cost in future) after they get in depending on the circumstances.

First time no charge after that \$25.00

\$5.00 During Work Hours - \$10.00 After Hours

We charge \$20.

It's considered a lock out and it's a charge of \$50.00

We only charge \$5.00. But since we got key deadbolts, it is really hard for them to lock themselves out. They have to have their key to lock the door, period.

Weekends/Holidays: \$25.00 Afterhours: \$12.50

During the day: Resident normally comes by office we give them a key they have to return the key back.

\$30 (no charge to elderly)

We charge \$10

With our apartment locks it is almost impossible to lock themselves out. Must have keys to lock doors. As of now we do not charge.

\$15.00 after hours

Lock out fee is \$15 on days office is not open and free when office is open.

At this time we don't charge for lockouts. At our Board meeting in September the Board of Commissioners discussed this because it has become an issue and is abused by the same residents repeatedly. They want it 25.00 before 10pm and 50.00 after 10pm. As for during office hours we do not charge at this time, but if it becomes an issue they are looking at giving the resident the option of getting a replacement key cut for 7.00 or being charged for us to come out and unlock their door.

During business hours tenant is referred to management to purchase key in the amount of \$3.00 however if they choose not to go to the management and maintenance comes out to open door there is a charge of \$50.00 for the lock. \$17.50 labor +\$50.00 for lock out if they call between 6:30 pm and 12 am total \$67.50 calls between- 12:00 am - 7:30 am \$17.50 labor and \$65.00 for lock-out total cost \$82.50

\$20 after hours lock out fee

During office Hours \$6.00/ After Hours \$ 30.00

\$25 after hours only

During normal work day – nothing After hours or weekends - \$30.00

During the day no charge. After hours, \$15.00