



LOCK-OUT POLICY

Adult Head of Households that are locked-out of their apartments during regular working hours (Monday through Friday, 8:00 a.m. to 4:30 p.m.) must call the Manager's Office and request that their door be opened. **There is no charge for opening the door for the first call; however, there is a service charge of \$10.00 for opening the resident's door the second time, and \$20.00 any time after that during normal working hours.**

Also, the Montgomery Housing Authority staff will only open a door for person(s) identified on the dwelling lease. If the person making the request does not have an identification that can be verified by the Management personnel the door will not be opened. The resident must go to the Rental Office and be identified as a family member and listed on the lease. Once the Housing Manager verifies that the person making the request is listed on the lease, the Manager can authorize the unit to be opened by the Maintenance staff.

DOORS WILL NOT BE OPENED DURING NON-WORKING HOURS!

NOTE: If a resident calls in a work order for a lock-out, they must wait in the vicinity/area of the apartment and watch for the Authority's Personnel to arrive and open the apartment. If the resident is not present, the Authority Personnel will wait for ten (10) minutes. If the resident does not return to the unit, the Authority Personnel will leave and the resident will be billed the applicable charge for making the call. Also, if the resident finds their keys and the Authority staff arrives to open the unit, the resident will be billed the applicable charge. The applicable charges are contained in the list of charges, which is posted in each office and updated annually.

Resident Signature

Date

MHA Representative

Date