



LOCKOUT POLICY

If you are locked out of your unit or your keys have been lost or stolen, you need to be aware of the following policies and procedures:

We encourage all tenants to have an extra set of keys to avoid paying costly lockout charges

1. If you are locked out during business hours, call the leasing office immediately. If you are locked out after business hours, you must call North Hills Lock and Safe at 412-369-7776.
2. The tenant is responsible for payment to the locksmith at the time of entry for the lock out.
3. Entry cannot be granted to friends or relatives. Only those listed on the lease as a resident will be allowed access.

Please be aware that if any equipment or any property of Kress Properties is damaged, from either the tenant or the locksmith, the tenant will be responsible for the charges to repair any damaged items back to original state. Charges will vary depending on day and time of the lockout. North Hills Lock & Safe will give you a price before coming to unlock your unit. Please remember **YOU ARE IN CHARGE OF THE COSTS.**

Lockouts during business hours	\$50.00
Lockouts after business hours, weekends, or holidays-varies in price	\$100-\$250

If your keys have been lost or stolen, replacement fees will apply at \$5.00 per key.

CHARGES FOR LOCK REPLACEMENT

IN ORDER FOR A LOCK CHANGE TO HAPPEN, WE MUST RECEIVE PAYMENT AND A WRITTEN REQUEST SIGNED BY ALL LEASEHOLDERS AND MANAGEMENT APPROVAL.

Regular Unit Door Lock	\$60
Deadbolt	\$60
Garage/Mailbox Lock	\$35

The cost of a lock change is always the responsibility of the resident. Lock changes must be paid in full prior to initiating the lock change.

RESIDENT(S) INITIAL(S)