Key Control is an organized and formal security system to control keys within the community. It serves as the framework by which all keys and access credentials will be managed, issued, duplicated, stored, controlled, returned, replaced, and recorded.

2.1 Master Keys

A few of our communities remain on a Master Key System. For these communities, the following procedures must be followed. Master keys are never to be left in the Community Office overnight. Keys are issued to the Community Managers, Assistant Community Managers, and the Maintenance Staff only. These individuals are responsible for the safeguard of master keys by taking them home in the evening. Master keys may not be issued to new employees in these positions until the background check is complete and the employment approved by the Vice President.

Any additional sets of master keys should be destroyed. Should a vacancy occur in one of these positions, the Community Manager is to take that set of keys home.

Master keys are never to be loaned to anyone, under any circumstances. The only exception would be the Regional Property Manager is authorized to use Community Manager's master keys after signing for them.

Master keys are never to be duplicated without the Regional Property Manager's approval. Master key rings' are circular steel, which should be glued or welded shut.

Master keys are never to be removed from the approved GMI Key ring without the prior approval of the Vice Present of Operations.

Community Managers are to maintain a current Master Key Log on which all master keys that exist are to be listed along with the name of the employee who possesses the keys. Community Managers are to notify the Vice President of Operations by sending a copy of the log whenever a change is required.

2.2 Key Cabinet

A metal key cabinet with locking doors/drawer shall be maintained by each community. A key code book will be set up to identify the purpose of each key. The keys shall be kept on numbered hooks with the corresponding number on each key. The purpose of the key cabinet is to have available at all times keys to all apartments and to the

Community facilities that must be kept locked when not in use, such as boiler rooms, storage areas, equipment rooms, swim pools, etc. The key to the key cabinet is the direct responsibility of the Community Manager who is to closely control the use of the keys to the Community.

Key cabinets must be locked during non-working hours. Key code books are to be locked in a location other than the locked key cabinet. Key tags are not to be labeled with addresses or apartment numbers. Only the code numbers are to be used on tags in order not to defeat the system. Unidentified keys are to be destroyed. All key cabinets are to be located in the rental offices in a secured location **(no exceptions)**

2.3 Key Tracking Systems

Electronic login methods such as: fob, password, biometric fingerprint and swipe cards will be assigned to all authorized personnel determined by the Community Manager.

Key Track systems key log records must be maintained for a minimum of (3) three years. They may be saved electronically or in paper file.

2.4 Key Log

Every time a key is removed from the key cabinet, an entry must be made in the Key Log. (No exceptions) This includes lock-outs, Authorization to Admit to Apartment Forms, contractors, and all GMI Employees. Key log sheets must be maintained onsite for a minimum of three (3) years.

The Community Manager is responsible for assuring that all keys are returned promptly.

2.5 Mail Box Keys

All mail box keys are given to resident at the time of move-in. Under no circumstances should copies of mail box keys be maintained on site or in the key cabinet for any reason.

Resident must report lost keys to the Community Office, at which time the lock will be replaced by the maintenance staff. Residents must show proper ID and then re-issued new keys. Resident will be charged for the replacement keys per the Damage Charge Sheet.

2.6 Changing Locks/Key Machine

Keys or key cylinders must be changed between residents so that an old resident with a possible duplicate key does not maintain access into their previous apartment.

Community Managers may authorize the changing of locks for occupied apartments for either of the following:

A. Upon written request of every party to the lease.

B. Lock has been damaged as a result of vandalism or burglary and the Resident has made a written request.

Key machines are to be placed in a secure location under lock and key, under the control of the Community Manager. After proper training on the safe operation of the machine, the Community Manager, Maintenance Supervisor, and personnel approved by the Regional Property Manager are authorized to make keys.

2.7 Authorization to Admit

Residents who wish the Rental Staff to admit third parties to their apartment in their absence must do so by filling out the required Authorization to Admit to Apartment Form, which is available in OneSite.

Our personnel are strictly prohibited from supplying keys to any visitor unless an authorization form has been received, and the request to enter corresponds to the authorization. There will be no exceptions to this rule.

No staff member will accompany a visitor to the apartment. The purpose in obtaining the release is to advise the resident in advance that the responsibility for the security of their unit ceases when they authorize persons other than GMI personnel to gain entrance. Therefore, GMI Personnel will not enter the unit with the authorized visitor either before the intended purpose during or after.

A. The person representing themselves as having been authorized by the resident to gain entrance must leave with the Community Manager their driver's license and another I.D. as security, before being given the key to the resident's apartment. The Authorization to Admit to Apartment Form must show the # of the I.D. given in the spaces provided. There must be

no doubt of the identity of the person who offers the I.D., data. The I.D. cards will be paper-clipped to the Authorization to Admit Form.

B. They must never be given a master key or the key to any other door except to the apartment entrance door.

C. The time the key is picked up must be noted, and the signature of the person to whom the key is given affixed to the Authorization to Admit Form.

D. Having been given the key to the apartment, the visitor must then go, unaccompanied, to the resident's apartment.

E. Upon the return of the key to the office, the I.D. left as security may be returned after the signature is obtained and the time noted.

F. The name of the staff member receiving the returned key must then be entered.

G. The Authorization to Admit Form, completed in all of its details, will then be filed in the resident folder.

2.8 Resident Lock Outs

No one claiming to be a resident will be permitted access to the apartment unless personally known to the staff member on duty or where the unknown individual can produce government issued photo identification indicating the apartment address. In extreme cases, where I.D. is not available, and the individual is unable to properly identify himself/herself as a resident, the individual will have to arrange other accommodations. Additionally, any individual representing himself/herself as a resident MUST be listed as an occupant on the lease agreement and must agree to pay the lock-out fee to the community's rental/management office within 5 days. A resident roll will be provided to the after hour employee providing access to the apartment. The resident roll provides the name of all persons who should be permitted access to the apartment. Access is not to be provided if the requesting party is not listed on the resident roll.

Resident Lock-out Charges

Employees are **prohibited** from collecting fees from the resident and/or occupant at the time of providing entry.

Communities with standard key entry…
No charge during Office Hours (Office Hours are defined below*) …
$100.00 charge from close of business until 10 p.m. …
No lock outs after 10 p.m., at which time the resident is responsible for obtaining a locksmith. (At the resident's expense) …
Any damage to the premises or duplication of keys will be at the residents' own cost and expense.

Communities with Key Fob Entry
No charge during Office House (Office Hours are defined below*) …
$100.00 charge from close of business until opening of business next day …
In the event a new key fob is needed the resident must report to the leasing office the next business day to request a new set…
A fee of $100.00 per key fob will be charged for this service. No alterations to the locks are permitted…
Any damage to the premises will be at the residents' own cost and expense.

*****Although the office may technically be closed for the day, any time that staff members are punched in for the day (on the clock) the office is considered to be open for purposes of lock-out charges.

A resident who has provided proper proof of residence (as described above) must sign a Record of Admittance Due to Lock-Out Form agreeing to pay the Lock-Out fee to the community. The employee is to forward the form to the Community Manager. This form will be used as documentation from which the technician will be paid for their hours for completing the lock out. The Community Manager will send a lock-out fee billing to the resident (with a copy of the signed Record of Admittance Due to Lock-Out), requesting payment to the Community's Management Office within 5 days. A copy of this billing should be kept in the residence file for back up. When payment is received from resident, Community Manager will post in Onesite to resident's account.

A. Requests for admittance during office hours may be accommodated by issuing a key to the resident, or to the children of the resident 14 years of age or over, unless requested otherwise by the resident. Children under the age of 14 may be given a key only when the resident has given express written authorization in advance. Such authorization may be for a single incident or for a period of time, or indefinitely, and the period must be stated on the form.

B. After office hours (as defined above), the employee on duty will be supplied with blank Record of Admittance Due to Lock-Out Forms, which must be filled out by the employee. No guest, relative, or friend may gain entrance in the absence of the resident except by prior written authorization by use of the Authorization to Admit Form.

C. No Staff member, after close of office hours (as noted above) shall admit anyone, resident or otherwise, to an occupied apartment except as prescribed by the above procedures.

D. A log book titled "Lock-Outs" will be maintained by the staff reflecting every admittance with pertinent remarks for each incident.

E. A copy of the Record of Admittance Due to Lock-Out Form will be filed in the resident's folder by close of business the following work day.

Employees will receive payment for all lock-outs performed on their regular paychecks. Community Manager will need to use the emergency call log to calculate the number of lock outs performed during the pay period and add time to the employee's time sheet. The on call pay sheet should show actual hours worked for the lock out as well as the required paid hours as described above.

Note: Maintenance Technicians must have proof of lock-out to received payment for each lock-out performed.

Documents Associated with Section 2 Key Control

Manuals
Section 5 Emergency Maintenance

Forms
Authorization to Admit to Apartment
Record of Admittance Due to Lock-Out Form

Logs
L011 Master Key Log
L012 Key Log

Other Documents
Schedule A Rules and Regulations
Schedule A Rules and Regulations Online