

POLICY AND PROCEDURE	
Policy Title: Security Plan – Resident Lockouts	Program: Project Homekey, Live Oak Apartments
Approved by Name and Title: Megan Van Sant, Sr. Program Manager	Effective Date: October 1, 2022 Reviewed: January 2023

Purpose

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services tailored to the needs of each resident household.

Policy

This policy outlines the procedure and responsibility for responding to a resident request to enter their apartment due to lost or inactive key card.

Procedure

The table below outlines who to contact when a resident requests to enter their apartment.

When	Who
Monday thru Friday 8 AM to 5 PM (business hours)	Resident Site Manager
Weekends 9 AM to 5 PM	On-site staff
Evenings (after business hours)	Security Service Provider Community Aide

Responsibilities

Residents are responsible for maintaining possession of the key to their apartment.

The Resident Site Manager is responsible for replacing or reactivating a key card upon request. Residents can ask to be let in the room if the key card is believed to be in the room.

The Security Service Provider is responsible for letting residents in the room after business hours.

The Community Aide is responsible for letting residents in the room after business hours if Security is not available.

Attachment

Flyer: What to do when you are locked out