

# LOST YOUR KEYS?

**Keys that have been lost and need to be replaced require a work order.**

There are a couple options for you to get the work order submitted:

- you can call the Housing Assistant and they can create one over the phone with you
- you can find the work order form in any of our offices to fill out on your own



*Work order must be completed and submitted or else we cannot track and bill for the replacement.*

## WHAT'S THE COST?

- Replacement keys are **\$5** each.  
(You will have 10 days to pay to the property or request payment arrangements)
- Lock changes can range from **\$65-\$75** depending on how many locks will need to be rekeyed.  
(You will have 10 days to pay to the property or request payment arrangements)

*If locks need to be changed/rekeyed, this also requires a work order request.*

A timeline is then determined depending on the situation. Residents must be present during the lock change as the new keys will be given at that time.

Forms of payment accepted: money order, check, pay on your bill.

## WHAT IF MY KEYS WERE STOLEN?

If the resident reports theft of keys to the police, an *incident report number* needs to be provided to the Property Manager so that further research can be done.

The Property Manager will confirm what happened and whether or not the fee can be waived for the lock change/rekey.

## REPEATED LOST KEYS

Repeated lost keys or lock changes would required that the Property Manager follow the procedures outlined in the lease. Any violations of this would depend on the circumstances or situation.

## WHO DO I CONTACT?

Housing Assistant: *Heidi Panichello* 360.473.0326

Property Manager: *Carol Sittler* 360.473.0323, *Tobi Shaffer* 360.377.0808