

RULES AND REGULATIONS GOVERNING ACCESS TO UNITS

POLICY NUMBER 2019-002

Last Edited October 1, 2019

PURPOSE: Tidewater Condominium Owners Association (COA) and the Property Managers (Kaiser) must be able to access any unit to meet their obligation and responsibility to maintain the property on a timely basis and to properly respond to emergencies. To this end, owners are required to provide keys to Kaiser. The following Rules outline the requirements and consequences.

POLICY:

- Unit owners must provide a duplicate key to the entry door lock(s) to the Association through the Property Manager for access to their unit. If there is a deadbolt lock and a door handle lock, both must be opened by the same key or a key must be provided for **each** lock.
- All owner access keys will be recorded and maintained by the Property Manager at the Association office. Keys will only be available to appropriate personnel, as authorized by the Property Manager. A record of key usage will be maintained by the Property Manager.
- The property Manager will periodically inventory and test keys for access and will advise owners of any discrepancies. When notified in writing or email, owners will have 15 days in which to provide suitable access keys. Owners may either:
 - Mail a duplicate key(s) to the Property Manager
 - Authorize the Property Manager to have a duplicate key(s) made by a locksmith with the cost charged to the unit owner's account.
- If no response is received within 30 days of notification, a \$100.00 fine will be assessed to the owner and a duplicate key(s) will be obtained per above without owner's authorization. Payment of associated costs and fines are subject to the late payment policy, if not paid when due.
- Digital locks with access codes are allowed for the convenience of the owner, guests and rental management companies. However, because access codes and access methods vary with different types of locks and can change frequently, providing access codes does not preclude the requirement for key access. Therefore, **an "override" key for digital locks must be provided per above.**
- Owners are responsible for providing replacement keys to the Property Manager, in a timely manner, if locks are changed. When units are sold, it is the buyer's responsibility to obtain valid keys from the seller and to ensure a duplicate key is on file with the Property Manager.
- In emergency/urgent situations, timely access is crucial. Every reasonable attempt will be made to obtain access with the owner's key on file. In urgent situations (water leaks, etc.), the key on file will be used, if available. In emergency cases (fire, 911 call, etc.) doors may be forced open. Any delay due to lack of a valid access key may subject the owner to liability for damages caused to any part of the Condo property, including other units. In addition, a fine may be assessed to the unit owner as determined by the Board of Directors.
- In the event damage is occurring within a unit(s) that requires urgent attention (e.g. a water leak), the COA, through Kaiser, will gain access to determine the root cause, correct the situation and determine what is required for remediation. This will include any adjacent units potentially affected. Kaiser will contract for any remediation required in order to minimize damages and conduct needed repairs. Every reasonable effort will be made to accommodate occupants during the process. However, remediate services will not be postponed or terminated until complete unless the unit owner so instructs and accepts liability for any resulting damage and remediation costs.
- Responsibility for payment of remediation and repair costs will be determined by the Board based on circumstances of the root cause and appropriate insurance coverage. Under no circumstances will the COA or the Property Manager be responsible for loss of rental income.

SUMMARY:

This policy is for the mutual benefit of all owners, the Association and the Property Manager. It will be strictly enforced to assure a safe and efficient operation. As necessary, this information should be forwarded to your rental agency or property manager to assure that this policy is adhered to.