



SARCEE MEADOWS HOUSING CO-OPERATIVE LTD.

OPERATIONS POLICY

SUBJECT: Access to Homes in Sarcee Meadows

ORIGINAL APPROVAL DATE: November 28, 1996

APPROVED BY: Board of Directors

DATE OF AMENDMENT OR REPLACEMENT: February 25, 2004, April 2010, May 2019

Members of Sarcee Meadows control the access to their homes.

The *door knob* lock in all units must be coded to allow a master key to open it. MASTER KEYS are NOT available to anyone other than bonded personnel and contractors.

Dead-bolt locks are “home improvement” items and strictly controlled by the member in the unit. SMHC will provide maintenance to this lock, provided that it is a “Weiser” brand lock. If a member has deadbolt lock, he or she must provide a copy to the office.

OFFICE KEYS:

- The keys [to door knob and/or dead-bolt locks] that are stored in the office are for the use of SMHC personnel and authorized contractors for doing work in units.
- Members may sign out their unit keys during working hours only.
- If a member wishes to allow access to persons other than those named as shareholders, they must complete a “key release form” naming who the individuals are that can sign out the unit key. This includes children of the shareholders.
- Without a key release form on file, staff will not sign out the unit key. If included on the key release form, but unknown to staff, any person requesting the key may be expected to show identification.
- Use of the key stored in the office is intended for inspections, necessary repairs and maintenance, to show the housing unit to prospective members upon termination or receipt of notice to vacate, and emergency access in accordance with SMHC’s bylaws. The member may ask to be called prior to access for routine maintenance and repair.

- Failure to provide the office with access may result in delayed or even cancelled work orders.
- The office should not be considered the “key depository” for frequent use by residents.
- Once signed out, SMHC is not responsible for the key until such time as it is returned and signed back in.

STAFF MEMBERS ARE INSTRUCTED NOT TO PROVIDE ACCESS AFTER HOURS.

When a member is locked out of their home, by their own action, after SMHC working hours, that member is expected to call a locksmith to gain entry, **not** call staff or the emergency maintenance phone number. The member is responsible for any cost involved. To avoid this expense, members are encouraged to keep a spare key in a location outside the home [ie. with a neighbour] to cover such emergencies.

If a member is locked out of their home, after SMHC working hours, due to the failure of the lock on one or both entry doors, the emergency maintenance phone number may be used, 403-813-2783.