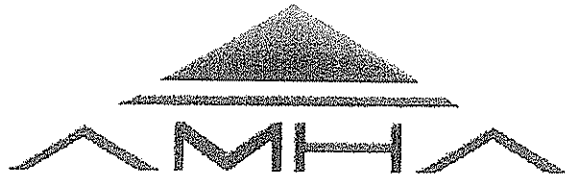


ACCESS CONTROL POLICY AND PROCEDURE

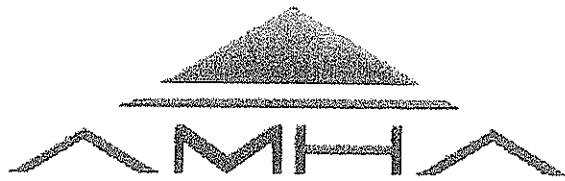
TABLE OF CONTENTS

<u>TOPIC</u>	<u>PAGE</u>
Purpose	1
Definitions	1
Types of Mechanical Keys	2
Access Control Manuals	3
Common Areas, Employees, and Business/Organizations	3
Resident Councils	4
Contractors	4
Resident associated Access and Key Control	4
Credential Holder Policy and Procedures	4
Service, Repair, and Maintenance of Systems	5
Electronic Access Control Software Management	6
General Prohibitions	8
Auditing	8
Corrective Disciplinary Action	9
Responsibilities	10



ACCESS CONTROL POLICY AND PROCEDURE
UNIT KEY PROCEDURES
TABLE OF CONTENTS

<u>TOPIC</u>	<u>PAGE</u>
Unit key Procedures	12
Tenant Move in	13
Replacement or Additional Tenant Keys	14
Cutting Unit Keys	15
Tenant Move out	16
Tenant Move out using Construction Core Program	17-18
Tenant Move out NOT using Construction Core Program	19
Lock Change-Tenant Requested	20
Exchanging Spare Cores	21
After Hours Emergency Lock Changes	22
Loss of a Controlled Key	23



ACCESS CONTROL POLICY AND PROCEDURE

Purpose

The Akron Metropolitan Housing Authority is committed to the security and protection of residents, staff, and property. In order to achieve this commitment the following Access Control Policy and Procedure is issued as the only authorized means to obtain access to AMHA properties.

Definitions

Access Control System: The method or procedure limiting unauthorized acquisition of credentials and access, controlling authorized credentials and access, and recording, tracking, and auditing of credentials and access by users. The system includes monitoring and disciplinary action for non-compliance by users.

Credentials: All codes, personal identification numbers, passwords, and devices, including mechanical keys, electronic key fobs, identification badges, etc, used to lock/unlock mechanical and electronic locking devices in buildings and facilities that are included in the Access Control System. Lockers, desks, file cabinets, refrigerators, toolboxes, and other similar storage devices (except key storage cabinets) are normally excluded from the Access Control System.

Credential Holder: A person with authorized credentials to access AMHA property and/or security related software.

Access: The authorization or ability of individuals to use security related software and/or enter an AMHA building, room, or area which is controlled by a mechanical and/or electronic locking device(s). Authorized access can be provided by proper issuance or modification of credentials and by authorizing a credential holder to provide access for another individual(s).

Controlled Keys: High security keys that are to be strictly monitored and controlled including: Building Masters, Cluster Masters, Unit Masters, Control Keys, mechanical keys for exterior ground level perimeter common area doors, mechanical keys for electronic access controlled doors, mechanical keys for key storage cabinets, and mechanical keys for electronic key storage cabinets.

Common Area: Non-residential dwelling unit areas of AMHA property that include, but are not limited to, offices, maintenance rooms, elevator and mechanical rooms, roofs, supply closets, community rooms, beauty and gift shops, billiard rooms, libraries, etc. Typically excluded from this definition are storage sheds and garages at Scattered Sites homes, mailboxes, 3303 padlocks, and elevator control keys, etc.

Interchangeable Core: A lock cylinder that is removable from the lock housing by using a control key and that is interchangeable with other cores in the schedule.

Construction Core: Interchangeable cores used during maintenance work in an unoccupied residential dwelling unit. AMHA construction cores are replaced with the unit core at the completion of the maintenance work. Use or non use of this system is at the discretion of the Property Manager of each respective property.

Contractor Core: Interchangeable cores used during contracted construction work in an unoccupied residential dwelling unit. AMHA contractor cores are replaced with the unit core at the completion of the construction work.

Key Storage Cabinet: Commonly referred to at AMHA as "the board". A secured cabinet used to store file and spare keys for units and individual common area doors. No master or controlled keys are to be stored in regular key storage cabinets unless approved by the Security Department for exigent circumstances.

Electronic Key Storage Cabinet: An electronically controlled secured cabinet requiring an electronic credential and/or PIN to gain access to master keys and other controlled keys stored inside.

Access Schedule: A system of lock design, both mechanical and electronic, to provide controlled access to buildings and facilities.

Access Control File: Records maintained by the Security Department identifying credentials by type, number, lock access and listing persons in possession of specific credentials.

Credential Stamp or Symbol: An imprint or mark on a credential that corresponds with the Access Control File that uniquely identifies the credential.

Types of Mechanical Keys

Building Master - Operates locks to common areas of an individual building or development. These keys will not operate ground level exterior building locks, management offices or maintenance shop doors controlled by electronic access control devices, or residential dwelling units.

Cluster Master - Operates locks to common areas in every building or development within a cluster or area. These keys will not operate ground level exterior building locks, management offices or maintenance shop doors controlled by electronic access control devices, or residential dwelling units.

Unit Master - Operates all locks to residential dwelling units of an individual building or development.

Unit Key - Operates only locks to a single residential dwelling unit.

Control Key - Used to remove and install interchangeable cores.

Construction Key - Used by AMHA maintenance staff to access unoccupied residential dwelling units during maintenance projects.

Contractor Key - Used by contracted construction staff to access unoccupied residential dwelling units during construction projects.

Key Blank - A key that has not been cut with the combination to operate a lock.

Cut Key - A key that has been cut with the combination to operate a lock.

File Key - An originally cut key (not duplicated) that is uniquely identified by stamp or red tag and is to be kept on file in the key storage cabinet and not issued or used for any purpose other than to create additional spare (duplicated) keys or exigent circumstances.

Spare Keys - Keys that have been duplicated from the original or File Key that are kept in the key storage cabinet on black or blue key tags and are used or issued to replace lost and broken keys, to new key holders, and other appropriate access needs.

Policy, Procedure, and Program Management

Access Control Manuals

Access Control Manuals in yellow 3-ring binders have been placed in the management office at each AMHA housing location. The most current Access Control Policy and Procedure, related memos and correspondence, completed Access Request Forms for businesses/organizations, Mechanical Key Registers, and other pertinent information is to be maintained in the appropriate section of the Access Control Manual at each site by the respective Property Manager.

Common Areas, Employees, and Business/Organizations-Security Department

The Security Department is responsible for maintaining the access control system that will ensure security and reasonable access to buildings and maintaining accurate records of the Access Schedule, Access Control File and authorized usage. No AMHA common area or apartment unit may be secured by a locking device, either mechanical or electronic, that is incompatible with the AMHA access schedule, Product Standards Manual, and/or has not been authorized by the Security Department. Any service, repair, rekeying, reprogramming or changes of any kind to locking mechanisms on common area doors must be approved by the Security Department. Only the Security Department may authorize the issuance and return of credentials and access included in the Access Control System to employees, businesses, organizations, contractors, vendors, service providers and other essential non-AMHA personnel based on and exclusively for actual work-related needs and consistent with job responsibilities, project requirements, and other applicable AMHA policies and procedures. Staff who are approached by persons described above who are requesting access should direct that person to the appropriate Property Manager. The Property Manager is to conduct the initial evaluation of the appropriateness of the request. If the Property Manager determines the request is reasonable and necessary and will require a credential they will assist the person in completing an Access Request Form, sign the form indicating their approval, and forward the completed form to the Security Department for processing. Staff approached by credential holders to return common area access must contact Security to process the proper access termination procedures.

Resident Councils

With proper authorization, via an Access Request Form approved by the Property Manager, Security Director, and Area Manager, Resident Council officers may be issued access to common areas. Access to any specific common area may be issued to only one Resident Council officer for the purpose stated on the Access Request Form. Additional access to the same common area to multiple Resident Council officers will only be approved for exigent circumstances. The Resident Council officer authorized and issued access to any common area is responsible for the control and condition of the common area during their period of authorized access.

Contractors

With proper authorization approved AMHA contractors may obtain access to common areas and/or Unit Keys. Authorization to issue credentials to contractors must be documented on an AMHA Access Request Form approved by the Security Department. Unit and Cluster Master Keys shall NOT be issued to or used by contractors. All costs associated with lost or stolen credentials, while in the possession of the contractor, shall be the responsibility of the contractor. Keys shall not be duplicated by the contractor. Each unit key transfer shall be recorded on the AMHA Mechanical Key Register and maintained in that sites Access Control Manual. Unit keys are to be distributed DAILY by the management office and are to be returned DAILY by the contractor to the management office, by the close-of-business. Keys are the responsibility of the individual contractor signing for and accepting the keys from the management staff and are NOT to be redistributed by that individual to their employees, other contractors, AMHA residents or employees, or any other persons. The Property Manager, Area Manager, or Management Aide should fulfill the responsibility of issuing/retrieving keys. As a last resort, if a Property or Area Manager or Aide is not available, maintenance staff personnel may be designated to perform those functions.

Non-System Keys and Resident Associated Access and Credential Control-Property Managers

Department Heads, Area Managers, and Property Managers may authorize and issue mechanical keys not included in the Access Control System to their employees and are encouraged to keep accurate records of the issuance and return of such keys. Property Managers are responsible for authorizing, issuing, retrieving, and auditing unit keys and electronic key fobs for residents, their family members, and their individual caregivers to access their respective building and unit. Property Managers are responsible for the maintenance, organization, and control of the unit keys and the key storage cabinets that contain the unit keys and individual common area keys, located at their respective buildings, including those located at remote developments where the Property Manager does not manage from an on-site office. Property and Area Managers are also responsible for monitoring the use of master and controlled keys and use of the electronic key storage cabinets.

Credential Holder Policy and Procedures

Credentials are the property of AMHA and credentials and access are issued for the sole use of the credential holder. No credentials may be duplicated, loaned or transferred to any other person by the credential holder. Credentials assigned to be possessed by individuals are permitted only if documented and properly authorized by an AMHA Access Request Form or other written documentation and will be returned to the person who authorized their issuance (at this time the Final Key Return section of the Access Request Form should be signed) and returned to Security

when an employee terminates or transfers or otherwise when the credential holders original need for access ends.

Controlled keys are to be maintained in the electronic key storage cabinets only and at all times when not in use unless otherwise approved in writing by the Security Department. Controlled keys placed into electronic key cabinets are not considered returned unless they are secured in the locked position. The entire portion of any broken or damaged controlled key is to be retained and given to an administrative security staff member by the credential holder or person who discovers the situation. Only one common area type master key and one unit master key, at any given time and for any and all properties, is to be removed from electronic key cabinets and/or possessed by any non-management employee at any time, unless the employee is performing service calls. Unit keys and other keys not authorized and issued to individuals shall be physically secured according to this policy and procedure in their designated key storage cabinet when not in use. Doors to key storage cabinets are to be closed and locked at all times when keys are not actively being retrieved or returned.

Credential holders are responsible for maintaining building security and control of credentials at all times. Credentials shall not be left unattended or in unlocked vehicles. Credentials left in locked vehicles should be avoided but if this becomes necessary they must be locked out of view. Keys shall not be taken off AMHA property unless the keys are to be used at a remote AMHA facility during working hours for approved purposes. Doors shall not be left open, manipulated to not operate as designed, or left in an unlocked position when unattended except when appropriate for resident access to community rooms, laundry rooms, recreational areas, etc. or unless otherwise approved in writing by the Security Department. Employees are expected to provide access to governmental inspection officials, utility company employees, and service providers when necessary to conducting the business of AMHA, but shall not unlock buildings or rooms or otherwise provide access for another individual unless and until the individual is known by the employee to have a legitimate reason to access the room/building. Employees are expected to make reasonable phone calls and/or other steps to determine if access should be provided. Lost or found credentials and departures or violations of this policy and/or procedures are to be reported to the Security Department immediately by any person aware of such situations, this includes self reporting an individuals own departures or violations. These notifications must be communicated directly to an administrative staff member of the Security Department if the violation or situation is of a serious nature, for example a lost or unaccounted for credential, etc. Voice or e-mail messages are not acceptable in these situations. Violations, departures, and/or situations of a less serious nature are to be reported immediately by leaving a voicemail message at (330) 376-9218.

Addendums to this policy and procedure, which are also to be considered policy and procedure, include the AMHA Unit Key Procedures flow chart diagram, and any other written policies and procedures issued by the Security Department and issued to employees as documented by an acknowledgment form signed and dated by the employee.

Service, Repair, and Maintenance of Systems

Property and Area Managers, Management Aides, and Maintenance Staff are to perform initial diagnostic and troubleshooting procedures to mechanical and electronic door lock hardware and software to resolve typical non-product warranty related failures such as mechanical door component maintenance/repair, network provider service discrepancies, etc and correct such normal service/repair/maintenance functions as needed. All malfunctions, service, repair, troubleshooting,

and maintenance determined to be directly related to the mechanical and electronic lock/access control hardware and software are to be reported to the Security Department. The Security Department will determine if the related product is under warranty or not. Conditions determined to be not under warranty will be referred back to the respective Property Manager for corrective action. Conditions requiring warranty service/repair/maintenance and any problems with CCTV video surveillance and electronic key boxes will be performed or arranged by the Security Department. If during a warranty related service call it is determined that the cause of the malfunction is due to non-warranty related issues any applicable service call and repair costs will be the responsibility of the respective property's budget.

Electronic Access Control Software Management

Residents

Move-Ins

As part of the lease-up process, each adult resident, whose name appears on the dwelling lease, will be provided an entrance door electronic key fob. Residents of family developments with community laundry facilities will be provided one electronic key fob per household at no charge, no more than one electronic key fob will be provided and lost or replaced electronic key fobs will result in a \$10.00 charge. Any such electronic key fob entered into the BASIS system is to identify the name of each person who will be using the key fob and apartment number according to the format below.

A limit of up to three (3) additional key fobs will be made available, upon written request from the resident and the Manager's authorization using the AMHA Access Request Form, for persons who are members of one's immediate family, or who have an ongoing need to check on a resident, i.e. son, daughter, etc. This does not apply to community laundry facilities. Any such electronic key fob request must identify the name of each person who will be using the electronic key fob and their relationship to the resident. A refundable deposit of \$10.00 will be applied for each electronic key fob requested. Electronic key fobs associated with residents should be entered into the BASIS system as follows:

<u>Last Name:</u>	<u>First Name:</u>	<u>Badge Type:</u> ▼	<u>Notes:</u>	<u>Apt No.</u>
Smith	John	Select Location	Tenant	211
Smith	Robert Smith	Select Location	Son, Phone #, etc.	211
Smith	Julie Wilson	Select Location	Daughter, Phone #, etc.	211
Smith	Sally Thomas	Select Location	Caregiver, Phone #, etc.	211

Cardholder | Badge | Access Levels | Reports |

Last name: _____ First name: _____ Middle name: _____
 Cardholder ID: _____ Badge type: _____
 Notes: _____
 Vendor: _____ Apt No. _____

In some cases, it may be necessary to request an electronic key fob for a temporary period of time to accommodate an approved homemaker, home health aide or other authorized person to provide specific services for a resident. This policy is only to be done in cases where the resident is

temporarily unable to meet such person at the entrance door and provide entrance to the building. This type of request must be made in writing by the resident and authorized by the Property Manager using the AMHA Access Request Form, and if approved, an electronic key fob will be issued at no charge. When the services are no longer required, the electronic key fob should be returned and deleted from the system and retained for further use.

Move-Outs

As part of the move-out process, every electronic key fob associated with that resident is to be returned to the management office and deleted from the system. The tenant and Property Manager are to sign the Final Key Return section of the Access Request Form. Electronic key fobs not returned are to be deleted and deposit retained. Deposits will be refunded for electronic key fobs returned undamaged. Electronic key fobs should be retained at the office and be recycled.

Transfers

When a resident accepts a unit at another building, their current electronic key fob(s) are to be returned to the management office and a new electronic key fob(s) will be issued at the new location. As part of the transfer process, every electronic key fob associated with that resident is to be returned to the management office and deleted from the system. Electronic key fobs not returned are to be deleted and deposit retained. Deposits will be refunded for electronic key fobs returned undamaged. Electronic key fobs should be retained at the office and be recycled.

Live-In Tenant Assistants

Live-In Tenant Assistants, for the purpose of this policy, are considered AMHA employees, but like residents are permitted up to three (3) additional card keys (see Residents). Electronic key fobs associated with Live-In Tenant Assistants should be entered into the BASIS system as follows:

<u>Last Name:</u>	<u>First Name:</u>	<u>Badge Type:</u> ▼	<u>Notes:</u>	<u>Apt No.</u>
Smith	Kathy Morris	Select Location	Daughter	211

Businesses and Organizations

Requests to add, delete or change businesses or organizations electronic key fobs must be submitted on an AMHA Access Request Form and approved by the Security Director. Any business requesting an electronic key fob is to complete the AMHA Access Request Form. The Property Manager is to review and sign the form and then forward it to the Security Director for approval. The person receiving the fob is not to sign the form prior to receiving the fob.

Multiple Locations

Requests for any electronic key fob to access multiple locations must be submitted on the AMHA Access Request Form and approved by the Security Director.

Lost and Stolen

Electronic key fobs, which are lost or stolen, must be reported to the management office immediately. Such electronic key fobs will be replaced at a cost of \$10.00 per key upon written

approval by the resident, manager, or Security Director, depending on the type of key. For security purposes, the status of the fob (badge) will be changed from active to lost in the system.

When a Property Manager/Management Aide is not actively using BASIS System Administration, he/she should log off. Alarm Monitoring should be open at all times so valid electronic key fobs presented at a card reader will display the name and number on the screen as they are used. Lost cards will be displayed as such if they are used. Staff and Security personnel who observe a lost electronic key fob attempting to be used at a door should investigate such attempt and take appropriate action, which would include attempting to retrieve the electronic key fob, determining the circumstances of the possession of the electronic key fob, and obtaining the identity or description of the individual. Criminal or suspicious activity should be reported immediately to the police and AMHA Security Department.

General Prohibitions

The AMHA will not issue electronic key fobs for general visitation purposes. The resident is to meet their visitors at the door and provide entrance to the building.

In order to maintain a safe and secure environment, residents are not to open the entrance door for anyone who is not visiting them. Residents shall only admit their own guests.

Residents are not to drop electronic key fobs from the exterior balconies. Any such behavior can result in a lease cancellation.

Auditing

User names and passwords shall be kept confidential and used only by the person assigned.

No less than once per month, the Property Manager is to print the Managers Self Audit by Apt. No. Report from BASIS System Administration and review it for compliance with this policy. Corrections made are to be indicated, signed and dated on the report when the corrections are made in the BASIS System Administration. These reports are to be retained in the Property Manager's Audit File until they have been audited by the Security Compliance Coordinator, at which time they can be destroyed.

All AMHA Access Request Forms are to be retained in the Active Card Key File. After an electronic key fob has been deleted, the form should then be filed in the Inactive Card Key File.

The Security Department will conduct periodic audits of the key storage cabinets, along with the unit address list, electronic key storage cabinets, BASIS Software, Property Manager's Audit File, Active and Inactive Card Key Files, and Key Deposits and Refunds for compliance with this procedure. The results of the Security Department's Audit will be provided as pertinent and appropriate to the Property Manager, Area Manager, Deputy Director of Housing, and Deputy Director of Administration.

Corrective Disciplinary Action

Explanatory Comment

Access control, security, and credential control are serious and fundamental elements of good property management. Compliance with the spirit, as well as the stated policy and procedures of this program, is every employee and user's moral and contractual responsibility. While every situation cannot be addressed in this document and its addendums, the standard of reasonableness and common sense is intended and will be applied to use of the systems, whether it is specifically stated herein or simply applies to these standards. When considering disciplinary enforcement, the common practice of the majority of system users, in addition to specifically stated prohibited practices, will be compared to the practice or use under disciplinary consideration.

General disciplinary action for non-compliance is formulated on the premise that the Access Control System was not maintained in accordance with this policy or procedures and is as follows:

Corrective Action: No employee shall be discharged or disciplined without just cause. The degree of correction action will depend on the nature and seriousness of the offense and the employee's past record of discipline and performance.

Employees who properly report an inadvertent violation of failing to return a key(s) to its proper key storage cabinet will not be subjected to formal corrective disciplinary action for less than 3 occurrences in a rolling 18 month period. The third and subsequent self reported violations in a rolling 18 month period will subject the employee to formal corrective disciplinary action.

Employees who fail to return a key to its respective key storage cabinet and fail to report such violations immediately upon their discovery will be subject to formal corrective disciplinary action for the original violation and the failure to report the violation.

In either case, whether the violation is self reported or unreported, the key is to be properly returned to the proper key storage cabinet immediately upon discovery of the violation.

Explanatory Comment: This does not pertain to the loss of a controlled key. The loss of a controlled key is considered a serious violation of policy and procedure. This also does not pertain to willful failure to return keys according to the policy and procedures. Willful violations are also considered serious policy and procedure violations.

Verbal Counseling – Appropriate to initially inform an employee of undesirable performance and what is expected of the employee to improve.

Written Corrective Action – Issued for repeated or more serious offenses. Counseling as well as clear expectations of desired behavior are provided to the employee at this step.

Final Written Corrective Action – If employee has been issued a written warning and improvement has not taken place, a final written warning will be issued.

Suspension – Specific circumstances may warrant suspension at any stage of corrective action.

Dismissal – Specific circumstances where a history of previous progressive corrective actions has failed to correct the employee’s behavior.

There are offenses of a more severe nature which may warrant advanced corrective action including immediate suspension or dismissal, such as related to controlled keys and major offenses including willful, reckless, or negligent loss, use, care, duplication, or theft of master keys, unit keys, cores or locking hardware. Examples of more severe offenses are listed in the AMHA Employee Handbook. If elements of the offense constitute a crime the offender may also be subject to criminal prosecution and financial liability for correcting the conditions caused by such actions.

Unauthorized fabrication, duplication, possession, or use of credentials, cores, or the access schedule to AMHA premises is a crime (ORC 2913.02, 2913.51), and is also a violation of AMHA policy.

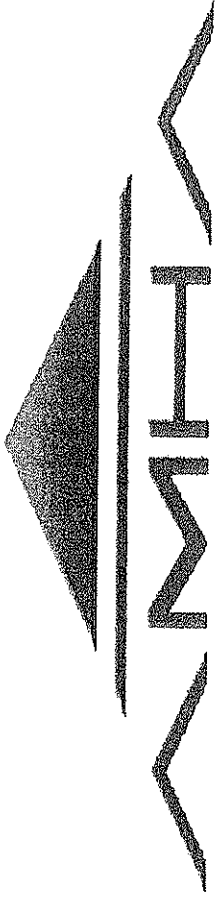
Responsibilities

The Security Department is responsible for managing and monitoring the Access Control System, electronic key storage cabinets, controlled keys, and compliance by system users with the policy and procedures.

The Human Resources Department is responsible for tracking and ensuring uniform and consistent enforcement of corrective disciplinary action for policy and procedure violations.

Department Heads, Area Managers, and Property Managers are responsible for managing keys issued that are not included in the access control system, and ensuring compliance of this policy and procedures by their employees. Property Managers are also responsible for managing the maintenance, organization, and control of the key blanks, unit keys and the key storage cabinets containing unit keys and individual common area keys, and for managing the issuance and retrieval of electronic and unit keys to residents and their associates, including those located at remote developments where the Property Manager does not manage from an on-site office. Property and Area Managers are also responsible for monitoring the use of master and controlled keys and use of the electronic key storage cabinets.

Employees and other credential holders are responsible for maintaining control of all credentials and access while in their possession, for returning keys to the proper location in the proper key storage cabinets when not in use, for following building security and all other aspects of this policy and procedure, and immediately reporting lost or found credentials and any departures and violations to the Security Department.

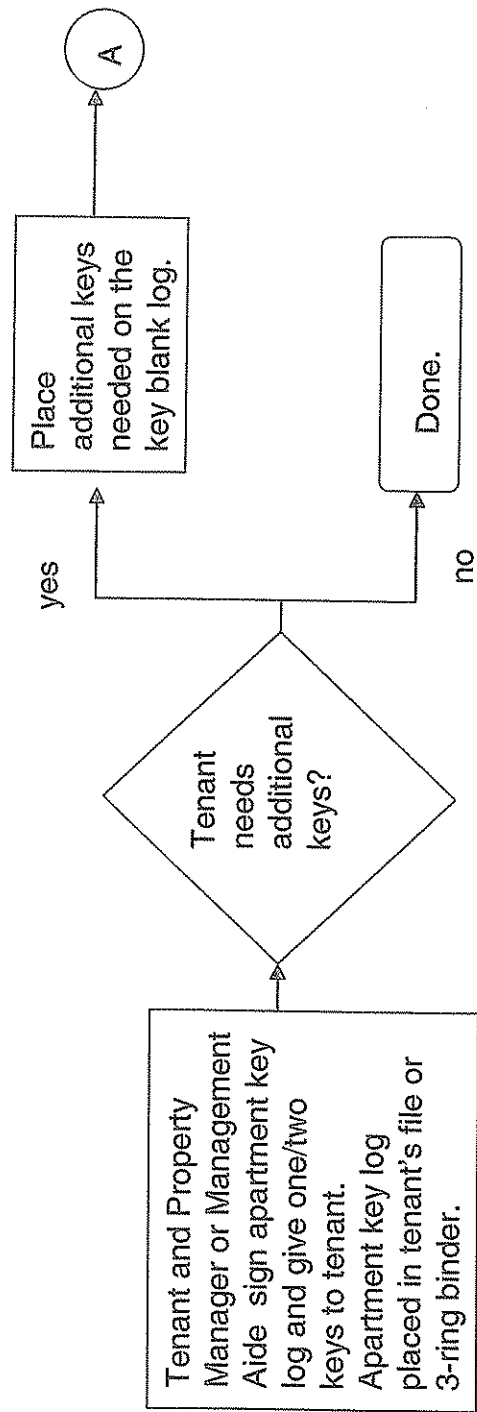


AMHA Unit Key Procedures

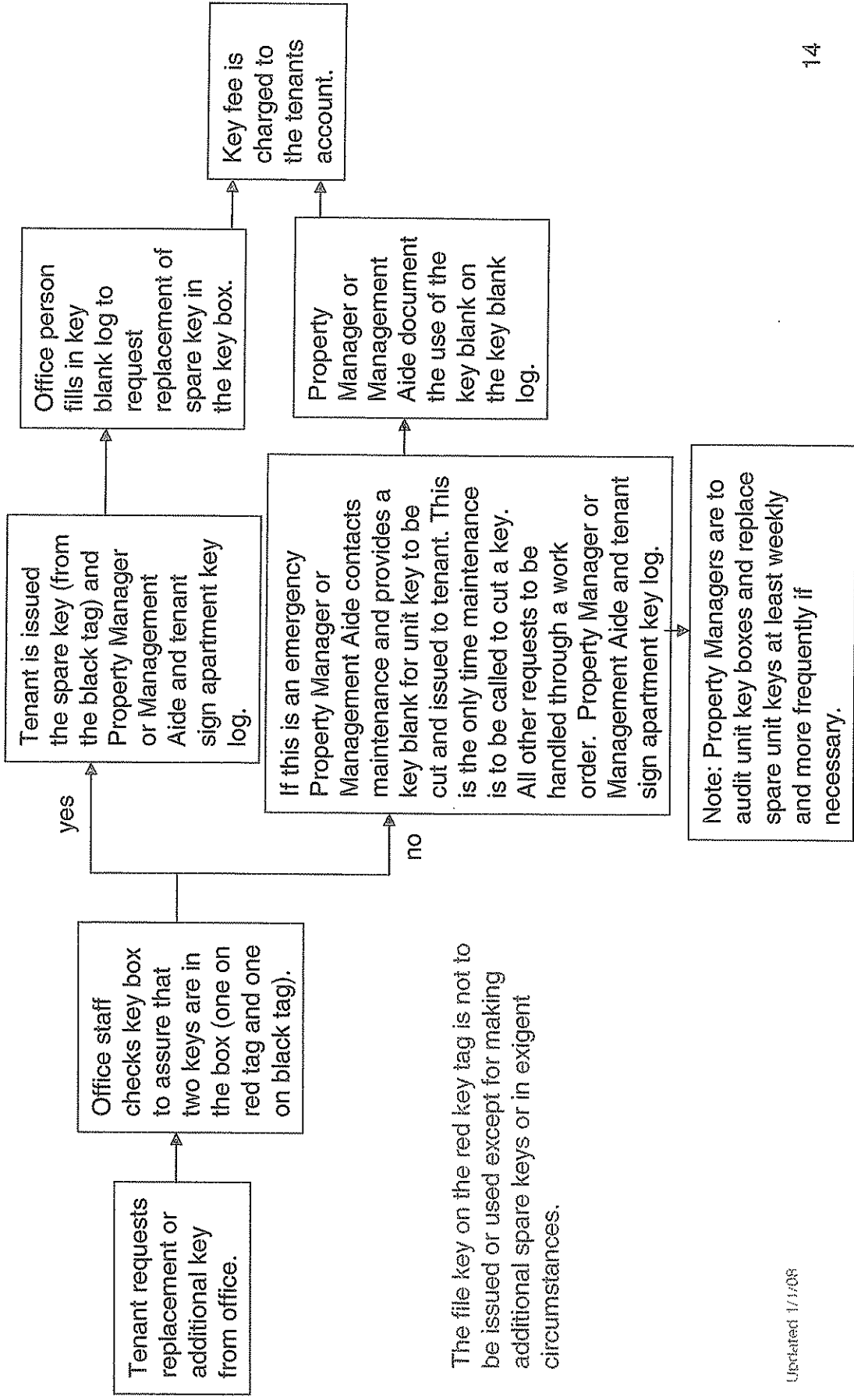
Unit Key Procedures

- Tenants will be issued two keys (or only one if requested) at move in at no charge. Additional keys will cost \$3.00 each.
- Two keys will be kept in the key storage cabinet at all times. Key #1 (red tag) is the file key and will be used only to make additional keys. Key #2 (black or blue tag, depending on the key storage cabinet) will be used as spare key(s), which should be kept to a standard of one, but more are permissible for exigent circumstances.
- For those properties where the Property Manager has elected to not use the construction core system, while waiting to issue tenant unit keys after the tenant cores have been installed, the tenant keys may be placed on a white paper key tag with the corresponding key tag number and stored in the unit key storage cabinet on the corresponding hook. These white key tags shall not display the apartment number.
- The Property Manager will be responsible for the key blanks and cores, and will document their issuance and use on the forms provided by the Security Department.
- Tenants must sign for all keys on the apartment key log.
- Only Property Managers and Management Aides are permitted to issue keys to residents. Maintenance staff, Live-In Assists, and Security may assist residents to gain access to their apartments but are prohibited from issuing keys. The only exception to this is after hour emergency lock changes and tenant requested lock changes.

Tenant Move In

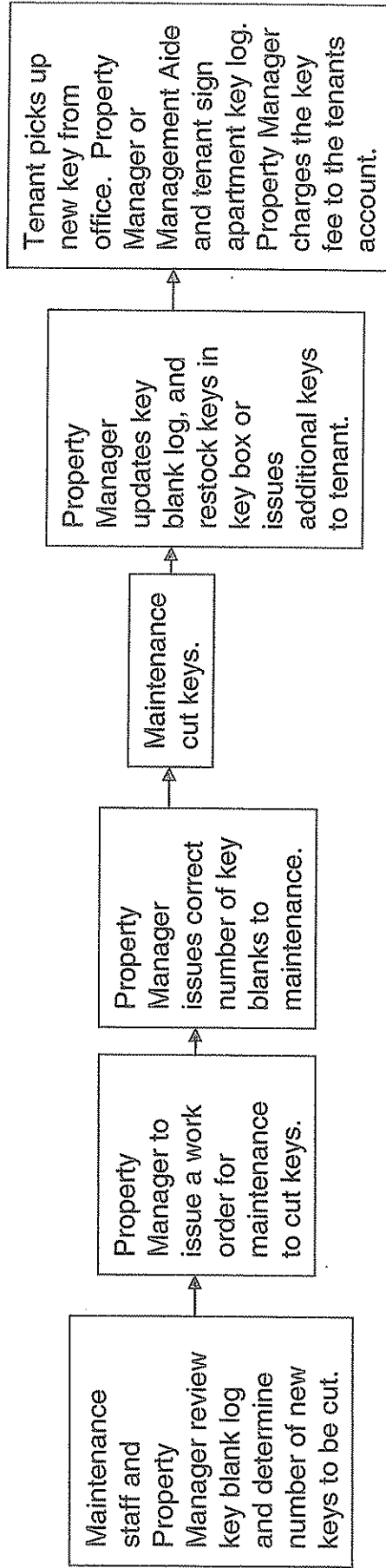


Replacement or Additional Tenant Keys

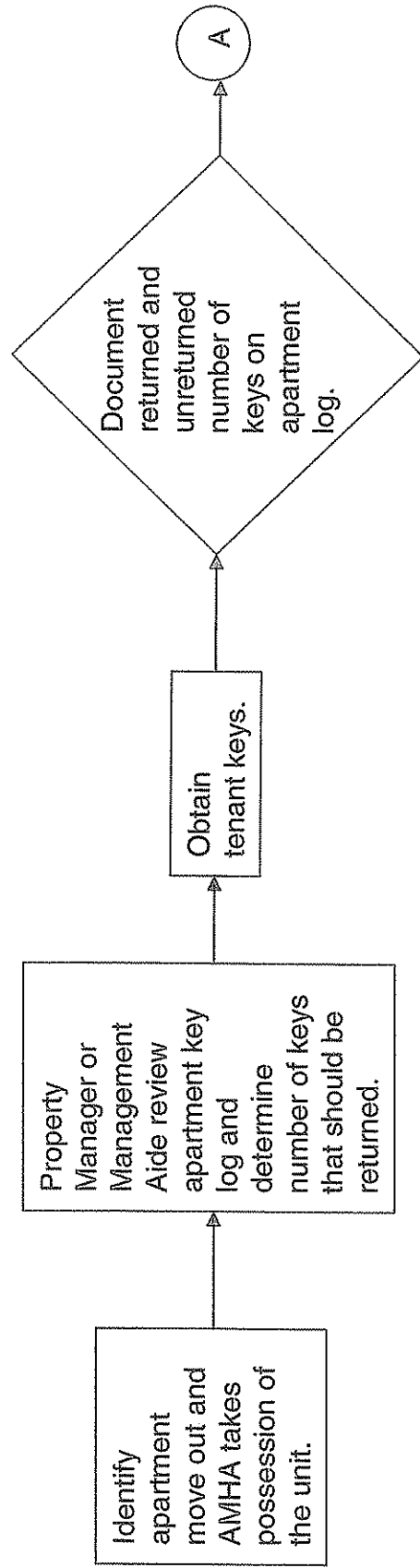


The file key on the red key tag is not to be issued or used except for making additional spare keys or in exigent circumstances.

Cutting Unit Keys

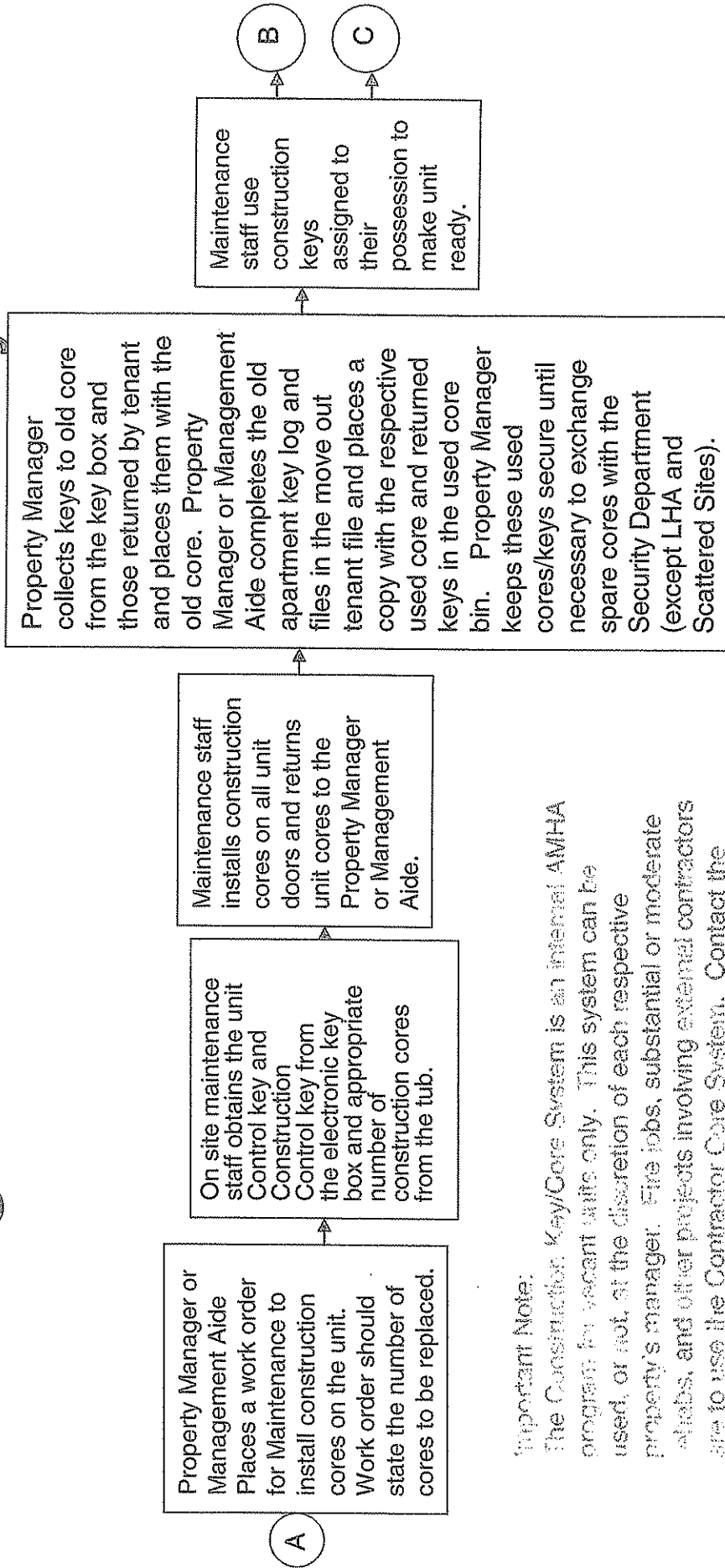


Tenant Move Out



Important Note: Each building and development has it's own unique and individual key system and the cores for each location are keyed to it's individual key system. For this reason cores from one location cannot be used at any other location.

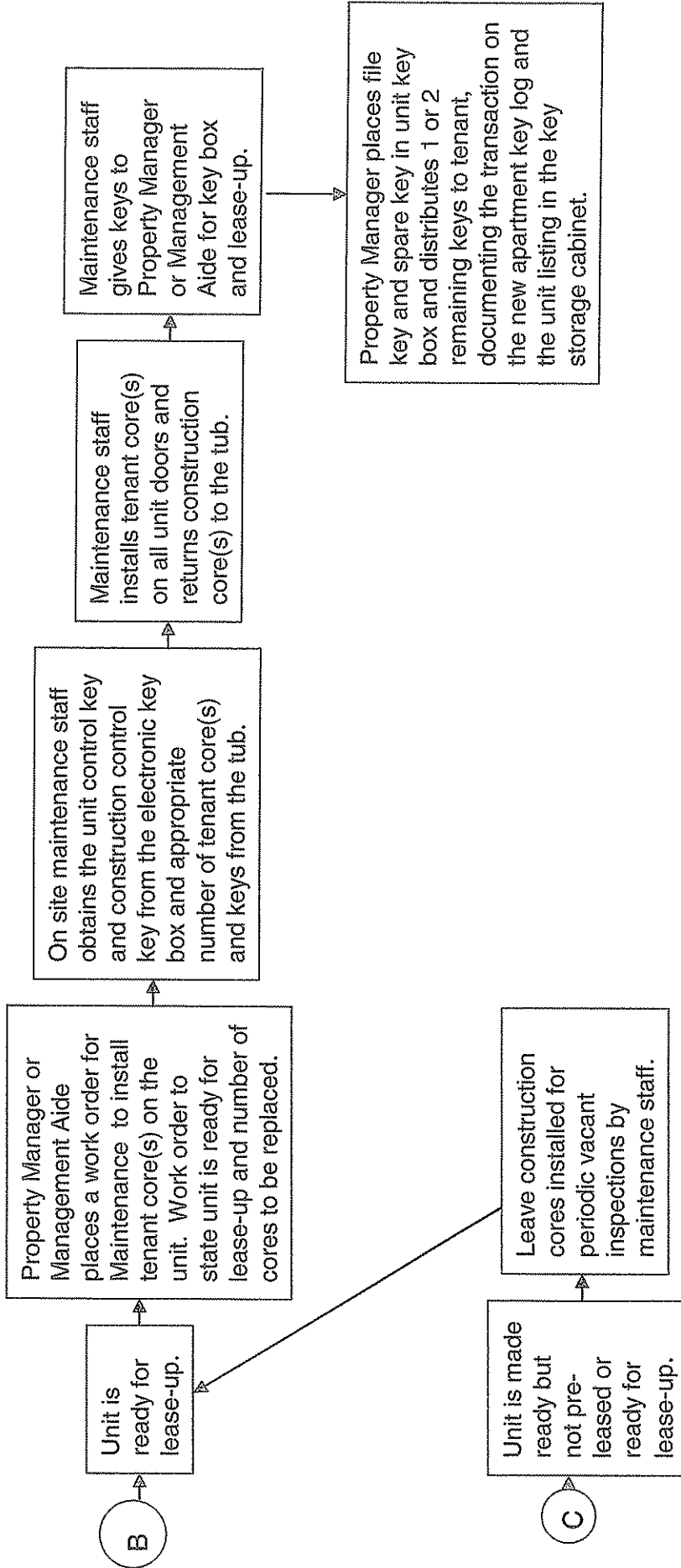
Tenant Move Out (continued) Using Construction Core System



Important Note:
The Construction Key/Core System is an internal AMHA program for vacant units only. This system can be used, or not, at the discretion of each respective property's manager. Fire jobs, substantial or moderate rehabs, and other projects involving external contractors are to use the Contractor Core System. Contact the Security Department for the Contractor Core and Key Control Procedures.

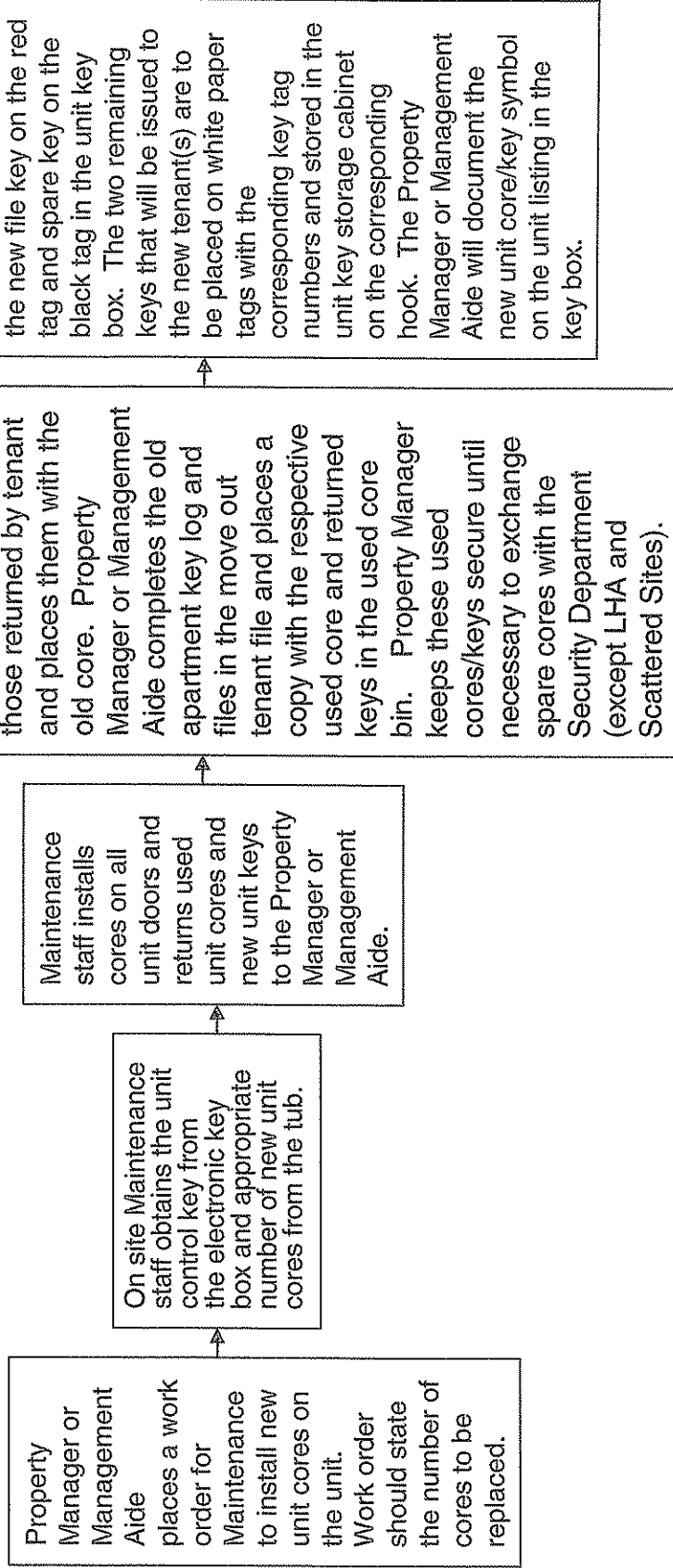
Tenant Move Out (continued)

Using Construction Core System

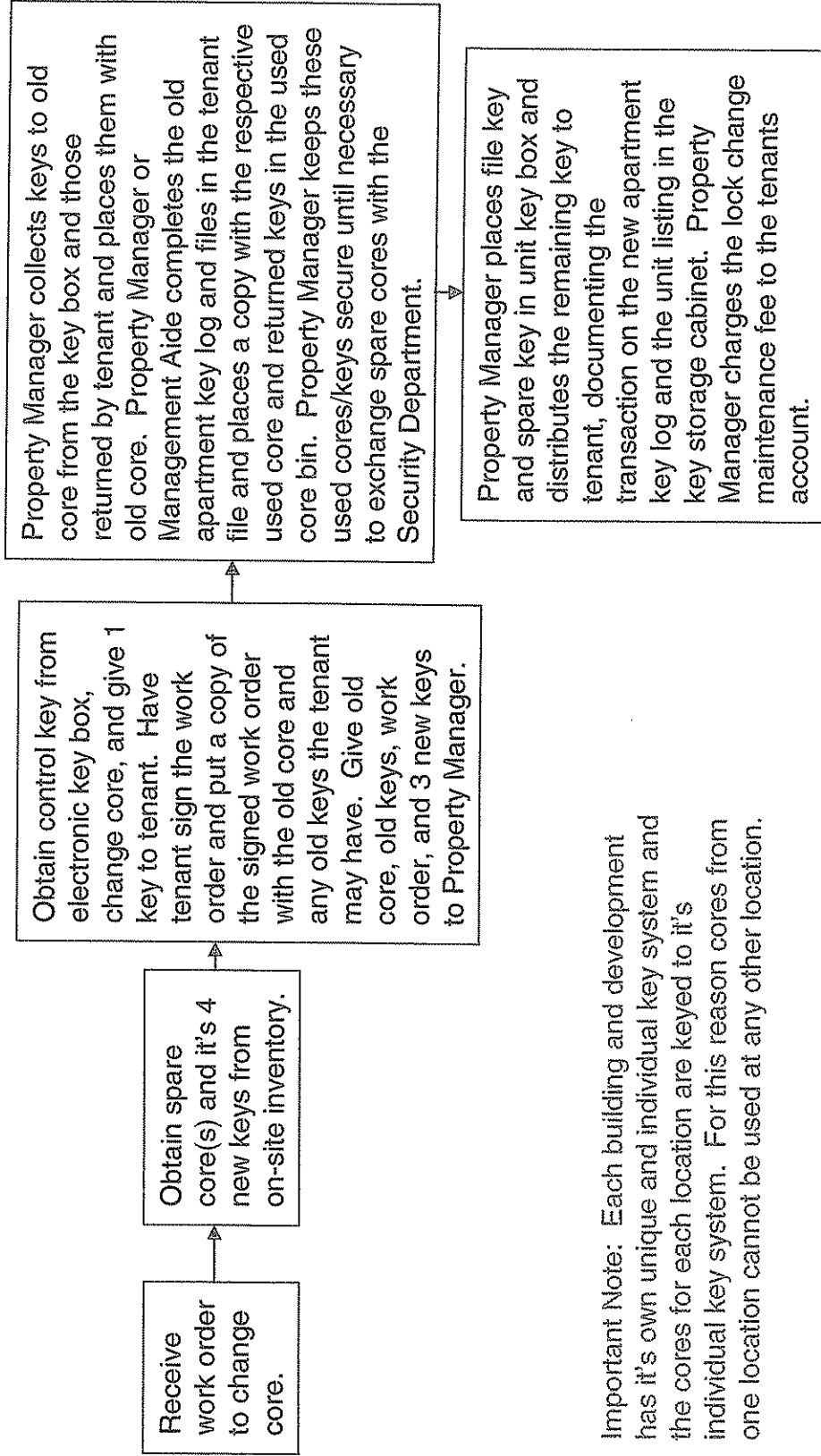


Tenant Move Out (continued)

Not Using Construction Core System

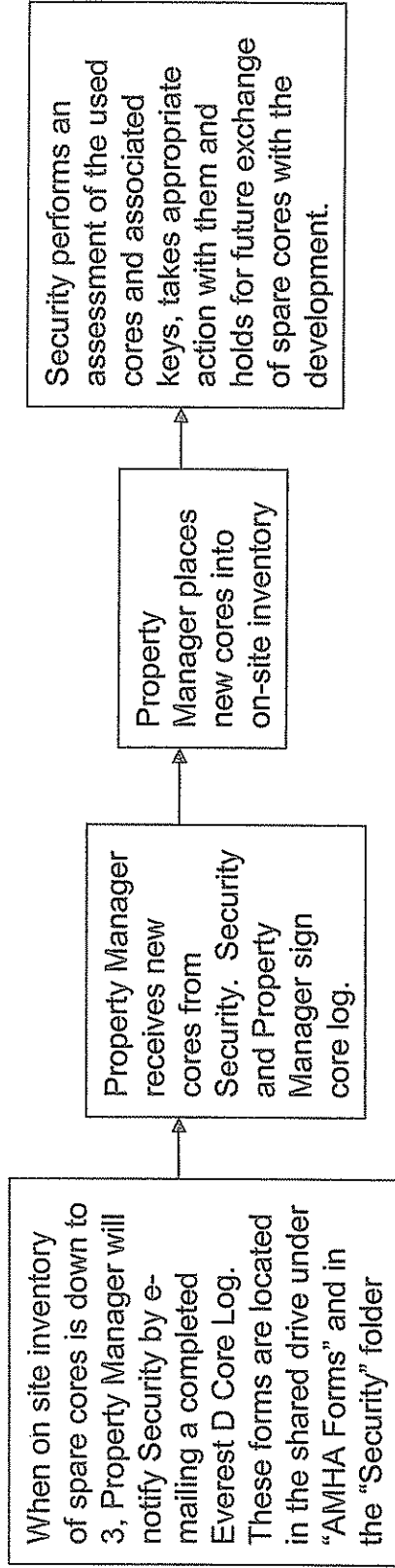


Lock Change – Tenant Requested



Important Note: Each building and development has its own unique and individual key system and the cores for each location are keyed to its individual key system. For this reason cores from one location cannot be used at any other location.

Exchanging Spare Cores



Important Note: Each building and development has its own unique and individual key system and the cores for each location are keyed to its individual key system. For this reason cores from one location cannot be used at any other location.

After Hours Emergency Lock Changes

Answering service notifies on duty Property Manager of emergency after hours lock change. Property Manager to decide if maintenance will change the lock.

Maintenance obtains spare core and it's 4 keys from on-site inventory.

Maintenance verifies the identity and validity of the tenant.

Maintenance removes the old apartment core(s), installs the new core(s) and provides the tenant with only one (1) new key. The tenant is to be instructed to contact their Property Manager on the next business day to obtain additional keys to their apartment.

Maintenance places the old core and the remaining 3 keys to the new core in an envelope with a note explaining the circumstances of the emergency after hours lock change and places the envelope in the Property Managers mailbox in the office. The Property Manager on call will also notify the site Property Manager of any emergency lock changes.

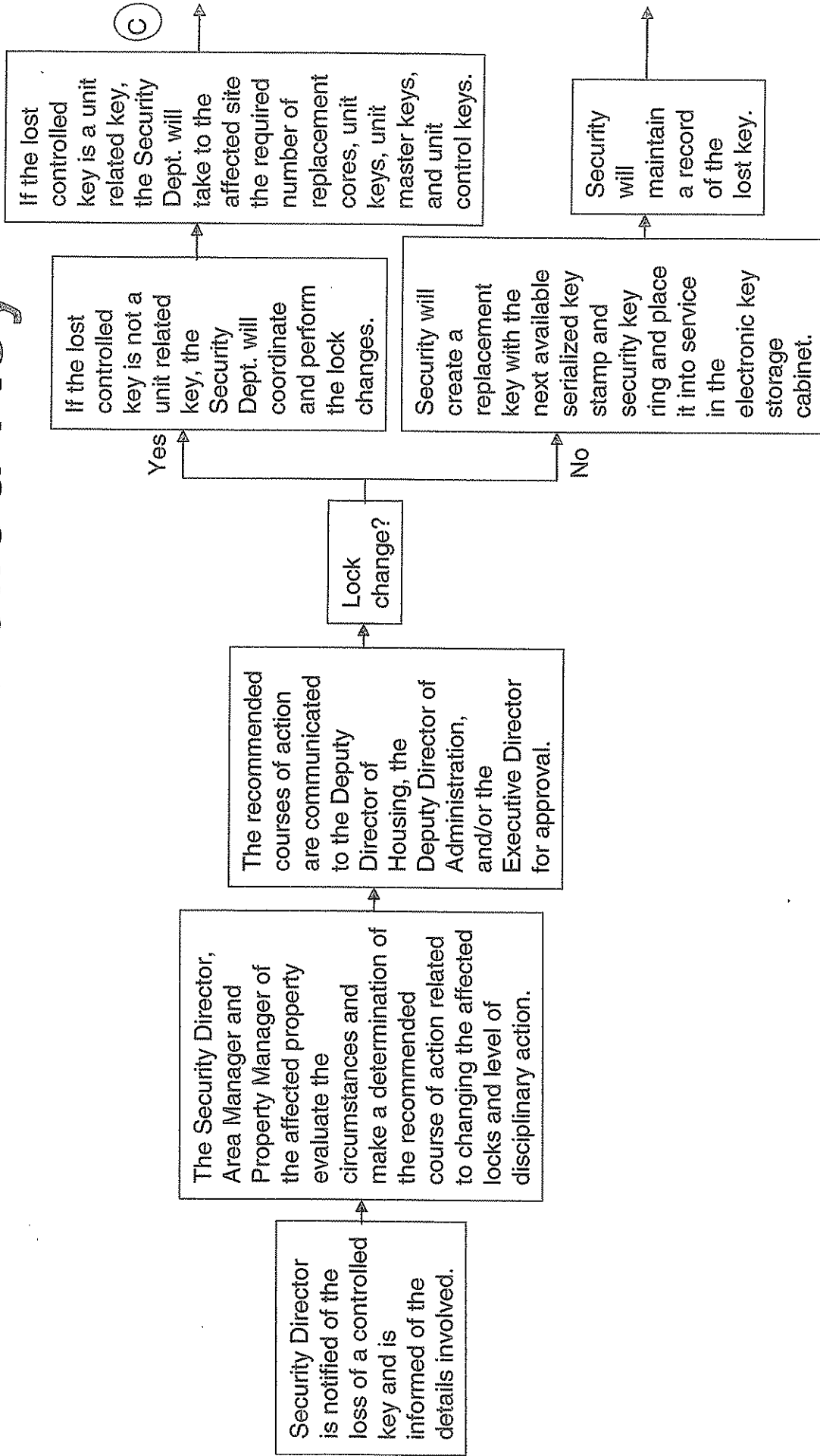
The Property Manager removes old keys from the unit key box, places them with the old core, and stores them on site until cores are exchanged with Security. The new keys are properly placed into the unit key box and the unit listing is updated with the new core/key symbol.

The Property Manager completes the old Apartment Key Log and files in the tenant file and places a copy with the respective used core and returned keys in the used core bin, starts a new Apartment Key Log, and makes arrangements with the tenant to sign the Apartment Key Log and obtain additional key(s) if necessary. Property Manager charges the lock change maintenance fee to the tenants account.

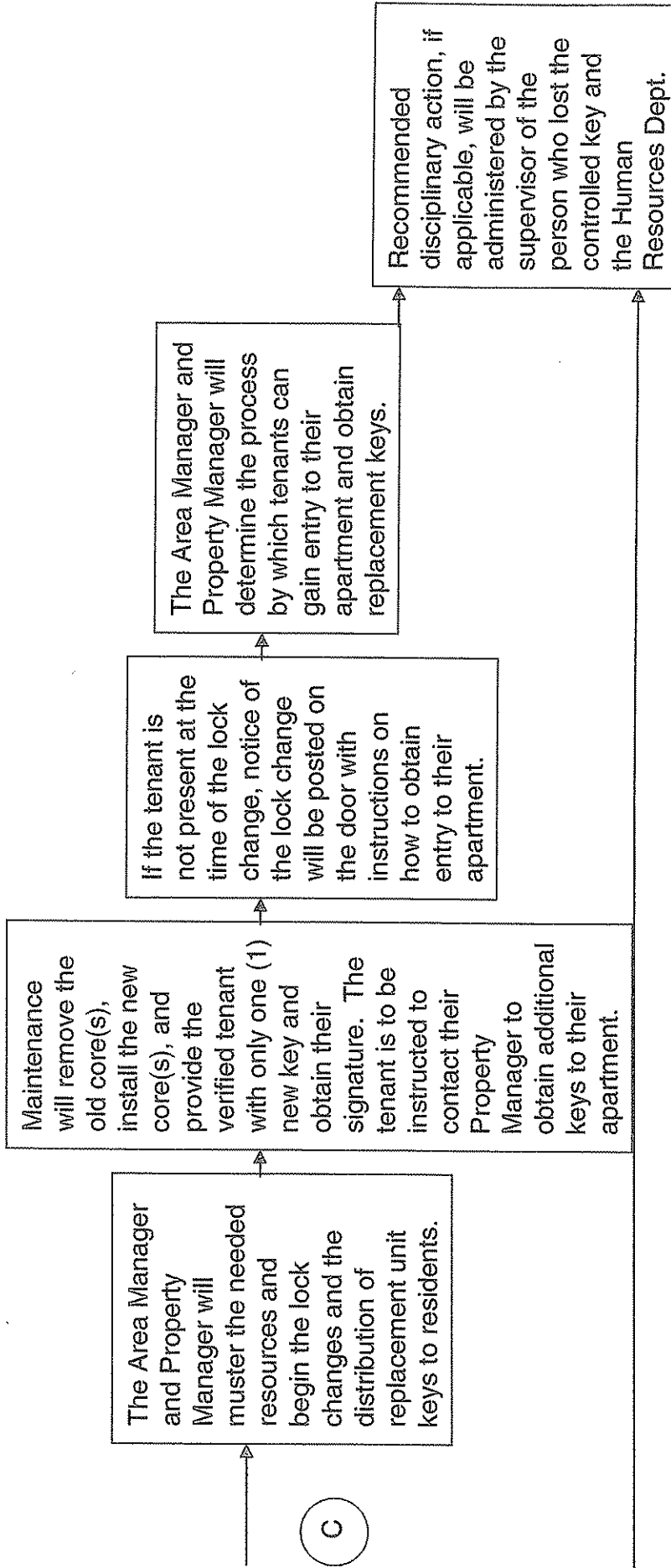
Important Note: Each building and development has it's own unique and individual key system and the cores for each location are keyed to it's individual key system. For this reason cores from one location cannot be used at any other location.

Note: The Area Manager will forward to the affected Property Manager reports from the after hours answering service on all after hours emergency lock changes. This is to ensure Property Managers are made aware of, and can take corrective action on lock changes.

Loss of Controlled Key



Loss of Controlled Key (contd.)





AMHA ACCESS CONTROL POLICY AND PROCEDURE Contractor Acceptance Form

I, _____ of _____, accept full responsibility associated with the use of the Akron Metropolitan Housing Authority's access credentials and/or unit keys and will comply with the Housing Authority's Access Control Policy and Procedure (an excerpt of which is listed below). I further understand that I can be held personally responsible (legally and financially) for any negligence on my part in the use of the access the Housing Authority has provided to me.

Signed _____ Date _____

Access credentials are the property of AMHA and credentials and access are issued for the sole use of the credential holder. No credential may be duplicated, loaned or transferred to any other person by the credential holder. Credentials assigned to be possessed by individuals are permitted only if documented and properly authorized by an AMHA Access Request Form or other written documentation and will be returned to the person who authorized their issuance and returned to Security when an employee terminates or transfers or otherwise when the credential holders original need for access ends.

Controlled keys are to be maintained in the electronic key storage cabinets only and at all times when not in use unless otherwise approved in writing by the Security Department. Controlled keys placed into electronic key cabinets are not considered returned unless they are secured in the locked position. The entire portion of any broken or damaged controlled key is to be retained and given to an administrative security staff member by the key holder or person who discovers the situation. Only one common area type master key, at any given time and for any and all properties, is to be removed from electronic key cabinets and/or possessed at any time.

Credential holders are responsible for maintaining building security and control of credentials at all times. Credentials shall not be left unattended or in unlocked vehicles. Keys shall not be taken off AMHA property unless the keys are to be used at a remote AMHA facility during working hours for approved purposes. Doors shall not be left open, manipulated to not operate as designed, or left in an unlocked position when unattended except when appropriate for resident access to community rooms, laundry rooms, recreational areas, etc. Lost or found credentials and departures or violations of this policy and/or procedures are to be reported to the Security Department immediately by any person aware of such situations, this includes self reporting an individuals own departures or violations.

With proper authorization approved AMHA contractors may obtain access to common areas from the Security Office and/or Unit Keys from the Housing Authority's on-site management office. Authorization to issue keys to contractors must be documented on an AMHA Access Request Form approved by the Security Director. Unit and Cluster Master Keys shall **NOT** be issued to or used by contractors. All costs associated with lost or stolen credentials, while in the possession of the contractor, shall be the responsibility of the contractor. Keys shall not be duplicated by the contractor. Each unit key transfer shall be recorded on the AMHA Mechanical Key Register and maintained in that sites Access Control Manual. Keys are to be distributed **DAILY** by the management office and are to be returned **DAILY** by the contractor to the management office, by the close-of-business. Keys are the responsibility of the individual contractor signing for and accepting the keys from the management staff and are **NOT** to be redistributed by that individual to their employees, other contractors, AMHA residents or employees, or any other persons.

- AMHA Employee
- Affiliate
- ADM Board
- Business/Organization
- Student Employee
- Temporary Employee
- Intern



AMHA SECURITY ACCESS REQUEST FORM

Name _____ Title _____ Supervisor _____
(Credential Issued To)

Business/Organization Name _____
 Address _____
 Phone _____

AMHA Contact Person for Business/Organization _____

Location(s) Access Requested _____ OCC VACANT

Credential is being issued for the purpose of _____

Estimated date credential(s) to be returned to AMHA _____

Day(s) Requested _____ Times: From _____ To _____
 _____ From _____ To _____
 _____ From _____ To _____

Room/Door # Requested _____
 Room/Door # Requested _____
 Room/Door # Requested _____

Property Manager's or Department Supervisor's Signature _____ Date _____

Security Director's Signature _____ Date _____
(Required for Multiple Locations, Employees and Businesses/Organizations)

 Credential created by _____ Date _____

Quantity issued _____ Credential# _____
 Quantity issued _____ Credential# _____
 Quantity issued _____ Credential# _____

I acknowledge the receipt of credential(s) are for my possession only and understand I am responsible for use and control of the credential(s) and the access it provides for the reason stated above and will immediately report the loss of this credential to the AMHA Security Department. I further acknowledge duplicating AMHA credentials is prohibited. The credential is the property of AMHA and will be returned upon request or when my business with AMHA has concluded.

Original Credential Issuance

Credential Issued By _____ Date _____
 Credential Received By _____ Date _____
 Credential Issued To _____ Date _____

Final Credential Return

Credential Returned By _____ Date _____
 Credential Received By _____ Date _____
 Credential Received By _____ Date _____
 Credential Deleted By _____ Date _____

