

Revised Lock Out Procedure

After-Hours Lockouts

Lockouts **after regular office hours** must be reported through the **Emergency Pager** (see contact info below).

- Maintenance will require the **\$100 lockout fee** *prior* to unlocking the door.
 - See **Section 24** of your signed lease agreement for additional details.
 - Maintenance will **refuse entry** to any resident who does not provide **proper identification** or **payment**.
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Courtesy Lockouts (Weekday Daytime Only)

- First-time lockouts that occur **Monday–Friday between 9:00 AM and 3:00 PM** are handled as a **courtesy**, free of charge.
- Please use **non-emergency instructions** to report these.
- Additional lockouts from 9am to 3pm beyond the time courtesy lockout will incur a standard lock out charge.
- Two sets of keys are provided at move-in—please treat them responsibly to avoid lockouts and additional fees.

Important Notes Regarding Your Lock Out Requests

- Lockouts of any kind **do not follow the same protocol as a maintenance emergency**.
 - For the health and safety of our team, **lockout requests received after 11:00 PM** will be handled **after 8:00 AM** the following day.
 - As lockouts typically result from tenant-related circumstances, we **cannot guarantee expedited service** or a specific arrival time.
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Contact Procedure By Time of Day

During Regular Business Hours (9:00 AM – 3:00 PM, M–F):

- Submit a **work order** via the **online portal** (preferred for faster response).
You may also call the office at **816-561-9210** (Not Recommended)

After Hours (3:00 PM – 11:00 PM):

- Call the **Emergency Pager** at **816-840-9735**. Leave your **phone number, apartment number, reason for call (Lockout), and your name**.

No Response Window

- Messages received **after 11:00 PM** will be returned **after 8:00 AM** the next day.

Payment Policy

- A **\$100 lockout fee** is due **at the time of service**, payable to the maintenance team member.
- Accepted payment methods: **Cash, Check, or Venmo**.
- If payment cannot be provided upon arrival, maintenance **is not authorized** to unlock the door.
- In that case, the lockout will be rescheduled for the next business day.
- A **\$50 lost time fee** will be added to the **\$100 lockout fee**, for a **total of \$150**, which will be charged to the resident's **RentCafe account**.