

Middleborough Housing Authority

Lock-Out Policy

The Middleborough Housing Authority adopts the following lockout policy for the purpose of resident relations.

Residents are responsible to ensure a neighbor or family member has a key to their apartment and is willing/able to let them in.

If the neighbor or family member is unavailable, and as a last resort, the resident can notify maintenance by calling the office during normal business hours or after normal business hours, weekends or holidays by calling the emergency cellular telephone number (508.802.3264). In both cases, the maintenance personnel will respond as an emergency and will be compensated in accordance with the personnel policy.

A staff member will let in a resident locked out of their apartment during regular business hours with a master key. Staff will not be allowed to unlock apartment doors for anyone other than the legal resident of the apartment.

A lock-out fee will be charged to the tenants account the following business day. Lock-out fees are to be paid at the MHA office and not directly to the maintenance personal.

Lock-out fees are as follows:

- No Charge 1st call- tenant will receive letter with copy of policy
- \$35.00 All further calls during business hours
- \$50.00 All further calls after hours, weekends or holidays

Policy Adopted: May 11, 2005
Policy Revised: April 19, 2017