

# ***SWANSEA HOUSING AUTHORITY***

## **Lock Out Policy**

A staff member will let any Tenant into their unit during regular business hours with no charge. Staff will not unlock any unit for anyone except the legal tenant of the apartment.

If a lock out occurs after hours, weekends, or holidays, the Tenant is to go to the call box which is located on the North side of the office building. This is a direct line to the Swansea Police Department dispatcher. After identifying themselves, the police will arrive with a master key to let the Tenant into their apartment.

Maintenance is **NOT** to be called for this purpose. If Tenant does call, a fee equal to an overtime call will be charged payable by the Tenant.